

LOUISVILLE METRO HUMAN SERVICES



ANNUAL REPORT
2005-2006



LOUISVILLE, KENTUCKY
DEPARTMENT FOR HUMAN SERVICES

JERRY E. ABRAMSON
MAYOR

JOANNE WEIS
DIRECTOR

Fall, 2006

At the very beginning of this Administration, following the merger of city and county into Louisville Metro government, we were asked to be keenly aware of the outcomes of our work. The Department for Human Services embraced this challenge and this report demonstrates the commitment to high quality performance throughout the department.

During the first year and a half, working with consultants and within the department, the department's strategic plan was aligned with Mayor Abramson's plan for the city. Program by program, goals were incorporated into budget and a system for gathering and reporting program data was established.

With this annual report, you are seeing the results of that work. We still have a distance to go along the lines of linking specific outcomes to specific interventions or services. However, as you review the content of this report, recognize the work behind the numbers and value of working collaboratively toward goals and accomplishments.

Joanne Weis
Director
Department for Human Services

Mary Gwen Wheeler
Cabinet Secretary
Health and Family Services

The Mission of Louisville Metro Human Services is Twofold:

- To maximize the human potential throughout the Louisville Metro community, focusing in particular on removing barriers to self-sufficiency for vulnerable populations and on strengthening our working families, and
- To improve key developmental outcomes for young people.

LMHS addresses the needs children, youth, adults and older individuals experience at different periods in their lives. The department focuses on services to youth, senior citizens, people with disabilities, the homeless, immigrants, populations at risk of abuse and those impacted by poverty. Our ultimate goal is to fortify families, because strong families are the foundation of a strong community. Our service model is client and community driven.

LMHS provides over 30 programs that work to:

- Stabilize families as they move toward self-sufficiency;
- Train, mentor and guide our youth as they prepare for adulthood;
- Provide daily contact with senior citizens, including home visits with meals, helping them remain independent; and
- Demonstrate leadership in policy and advocacy, supporting collaborations that advance safe and stable homes and an accessible community.

In addition, we extend our impact and multiply our efforts by providing funding to over 110 non-profits that focus on these populations and goals. And, we engage in best practices and partnerships to ensure every resource is used to its utmost. Performance measures document our results and illustrate the extensive, community value of our work.

We serve the people of Jefferson County, Kentucky through eight main focus areas:

Family Assessment and Support Services

Family Self-Sufficiency Services

Neighborhood Place

Senior Citizens' Services

Direct Services to Youth

Youth Grants and Information Services

Offices for Advocacy and Public Policy

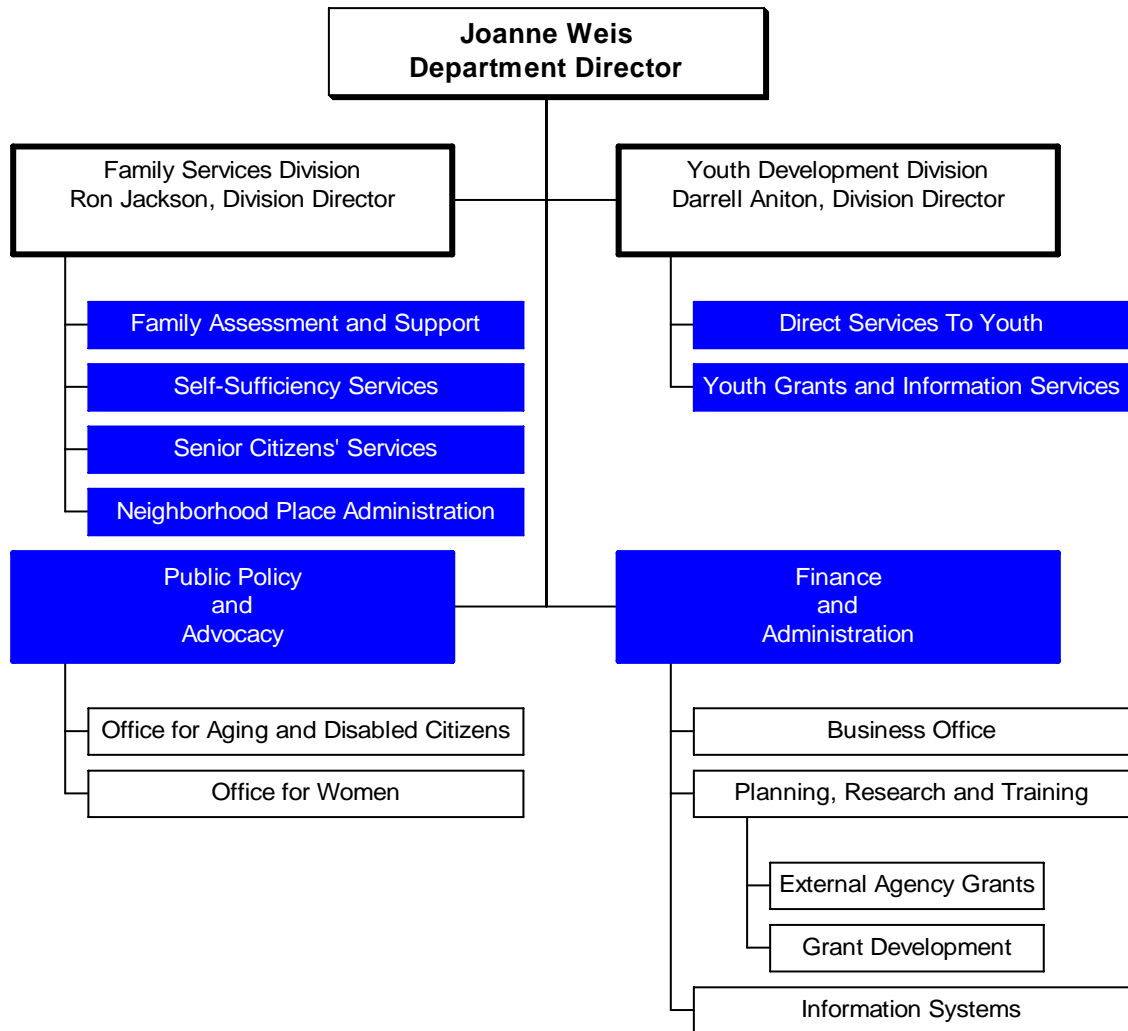
Finance and Administration

LMHS is an agency of the merged Louisville-Jefferson County Metro Government, under the leadership of Mayor Jerry E. Abramson and a 26 member Metro Council.

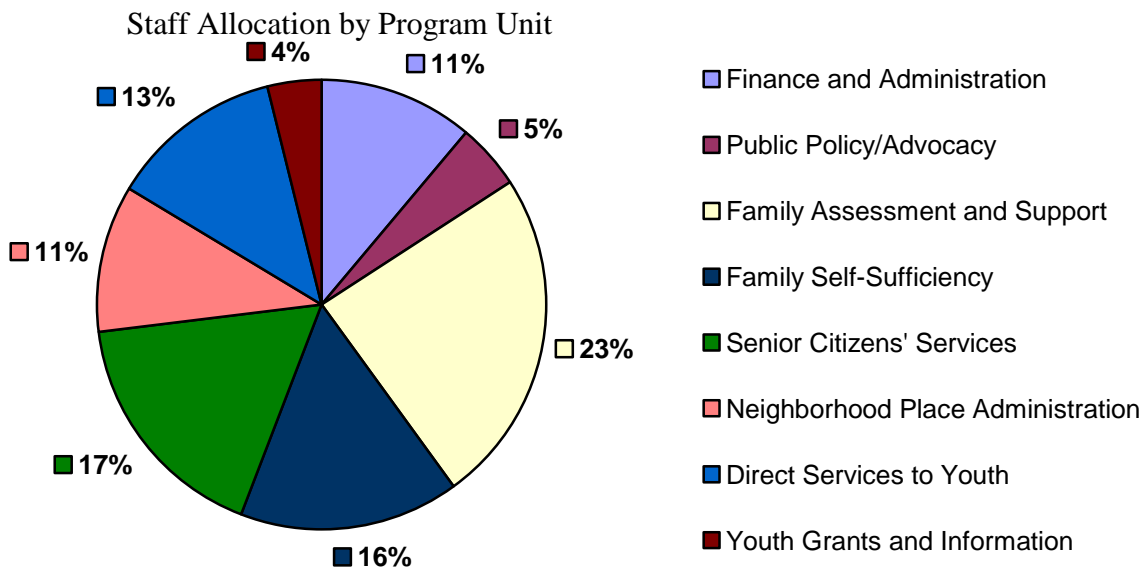
Please contact us to find out how you can be a partner in the work of strengthening families:

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LOUISVILLE, KY 40204
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LOUISVILLE METRO HUMAN SERVICES



*Blue box indicates major program unit



COMMUNITY CONNECTEDNESS

LMHS leads and coordinates the delivery of human services for the community. This began in 1967 when the Metropolitan Social Services Department (MSSD) was created after the Louisville and Jefferson County Children's Home merged with juvenile court and the County Welfare Department. Then in 1977 MSSD merged with the Department of Aging and Handicapped and the Consumer Protection Agency to form the Jefferson County Department for Human Services. More recently, when the City of Louisville and Jefferson County Government merged in 2003, the department's name changed again to Louisville Metro Human Services but the basis of its work remains the same.

Strong partnerships and collaborations are essential to removing barriers to self-sufficiency for vulnerable populations. To this end, members of the LMHS team participate in the following:

Access For The Arts	Immigrant Human Services Task Force
Americana Neighborhood Safety Task Force	International Women's Day Coalition
Black Male Commission	Kentuckiana Healthy Woman Editorial Board
Center for Non-Profit Excellence	Kentucky Foundation for Women
Child Care Action Team	Louisville Alliance for Youth
Community Coordinated Child Care (4Cs)	Louisville Asset Building Coalition
Community Resource Network	Metro disAbility Coalition
Continuum of Care	Metro United Way C.I.T.
Creative Communities	MHNA Case Management Forum
Disproportionate Minority Confinement Board	Safe Harbor
Domestic Violence Awareness Planning Group	SSI/SSDI Outreach, Access, and Recovery-SOAR
Domestic Violence Fatality Review Committee	TARC E&D
Elder Abuse Services Review Committee	Transportation Steering Committee
Every 1 Reads	TRIAD
FSS Coordinating Council	WCAN-Women and Children Advocacy Network
Hispanic Latino Coalition	Women4Women
Homeless Outreach Team	Youth Dating Abuse Community Task Force
Hurricane Long Term Recovery Team	Youth Opportunities Unlimited-Y.O.U.

EXECUTIVE PROJECTS

Immigrants and Refugees

Over recent years, Louisville's international profile has changed significantly. Nationally, Kentucky ranks in the top 10 states for immigration growth with a **135%** increase from 1990 to 2000. It is noteworthy that more than half of Louisville's population growth over the last fifteen years has been among immigrants and **15%** of the internationals moving to Louisville are refugees, more than twice the national rate.

Improving Our Services

While the department is not restructuring to develop services exclusively for immigrants or refugees, we are taking steps through training, producing information and consultation to adapt to the needs of this growing population. This includes increasing our level of communicating. Developing program information in multiple languages and utilizing interpreter services helps to bridge the communication gap.

We were also interested in the steps our community partners were taking. In order to better understand how the needs of immigrants and refugees seeking assistance and accessing services were being addressed, several questions were included in a recent survey to External Agency grantees. **Sixty-nine percent** indicated that they provided services to clients with limited English proficiency. Of those, **48%** utilized an outside service and had brochures and agency information available in multiple languages while **36%** employed multi-lingual staff.

Immigrant and Refugee Task Force

In collaboration with the Louisville Metro Office for International Affairs, this department provides staff support to a Task Force whose goal is to address human service issues within our growing international community. Chaired by Dean Terry Singer of the Kent School of Social Work, University of Louisville, this group includes immigrants and refugees as well as representatives of service providing agencies and organizations. The ultimate goal is to identify barriers faced by the refugees and immigrants and to promote public policy and practice that will improve their ability to become full and productive residents of Louisville. By providing a platform, human service agencies, organizations and personnel who work with immigrants and refugees will be a resource to each other in a way that leads to action. This task force has been influential in organizing broad training for the community, bringing in new resources to provide services specific to certain populations and to place the needs of immigrants and refugees high on the priority of numerous agencies.

The Family Assistance Center and Long Term Recovery Team

Soon after Hurricane Katrina struck the Gulf Coast on August 29, 2005, Louisville became the home to an estimated 3000 individuals needing safe harbor. Louisville Gardens was the central location for needed services and Louisville Metro Human Services coordinated, facilitated and assisted in this monumental display of partnerships that included various local, state, federal and business agencies. After October 3rd, the assistance center was closed but the partnerships continued. The Long Term Recovery Team meets bi-weekly to continue assisting these families and individuals who are still struggling to stabilize their lives.

Training Consortium for Non-Profits

Each year, LMHS provides funding for social programs through the External Agency Fund (EAF). It is important that, as grantors to such organizations, we ensure our dollars are being invested in programs that are sustainable over the long term. To that end, we encourage our non-profits to plan their futures not only in relation to their financial stability but also in how to utilize an outcome-based approach to accountability. This includes taking the proper steps regarding risk management, developing collaborative relationships and improving credibility.

Through diligent contract negotiation and program monitoring of the External Agency funds, some dollars were made available for both Human Services and Office of Youth Development EAF grantees. Working with the Center for Non-Profit Excellence (CNPE) and Metro United Way (MUW), a plan was developed to utilize these dollars for continued training and technical assistance to non-profits focusing on organizational sustainability and board responsibility as part of our continuing partnership and dedication to providing the best services to the community at large.

Of the 101 different agencies funded in FY06, 45% took advantage of the training scholarships that were provided. In total, 19 separate workshops were attended by 88 agency representatives. Evaluations for the trainings provided through CNPE have not yet been received, however, in the fourth quarter attendees who participated in a variety of other sponsored workshops were asked to complete an online survey¹. A **93%** response rate was achieved. Highlights include:

- **43%** attended training that focused on Board Development and Management
- **93%** stated the training met with their satisfaction
- **14%** were able to apply the training attended toward their CEU requirement
- **100%** would recommend the training to others

Louisville Asset Building Coalition (LABC) and the Earned Income Tax Credit (EITC) Efforts

The Louisville Asset Building Coalition (LABC) is a broad-based collaborative dedicated to efforts in advancing financial self-sufficiency and asset building with individuals, families, and neighborhoods in the Metro Louisville area. Through its strategic plan, LABC will continue to better its members and community by leveraging the incredible success of its free tax preparation and Earned Income Tax Credit Campaign (VITA/EITC) to link with a continuum of financial education resources and asset development initiatives for Metro Louisville.

In the 2005 tax year, **4,105** returns were prepared without charge through the Volunteer Income Tax Assistance (VITA) program. VITA put **\$5,770,000** in federal refunds and **\$2,740,000** in EITC dollars back into the pockets of the low-to-moderate income families who used the free service. Based on the 2004 tax year, this represents an increase of 12.7% in the number of returns prepared and a gain of 8% in the EITC claimed for our community.

Survey data from 3,569 respondents provided the following information:

New filers served who used PAID preparer and instant refund loan previous year = **304**

New filers served who used PAID preparer previous year = **391**

New filers served who did not file previous year = **504**

¹ External Agency Fund/Scholarship Recipient Survey

FAMILY SERVICES DIVISION

The Family Services Division works with families and individuals to attain social and economic independence and maximize the potential of each family member - whether child, youth, adult or senior citizen – as the concerns of each individual impact the family as a whole. The division emphasizes prevention, early intervention, and accessible resources for those with the greatest economic need. This is accomplished through the following programs:

- **Family Assessment and Support Services**
- **Family Self-Sufficiency Services**
- **Neighborhood Place**
- **Senior Citizens' Services**

Families and individuals who access services benefit in a multitude of ways. Throughout this section, it will be demonstrated how:

- Families have access to a wide-array of services
- All requests for assistance are provided information and/or referral services
- Eligible families and individuals are assisted with shelter and utilities to stabilize housing
- Homeless persons access to shelter is increased
- Homeless families and individuals, including those with disabilities, obtain and maintain permanent housing
- Childhood educational risk factors are reduced
- Families become independent from government assistance and gain economic self-sufficiency
- Individuals and families in crisis due to disability and unemployment are supported pending federal assistance payments
- Mothers and babies are healthier
- Families are safe
- School-aged children attend school
- Senior citizens experience better health through nutrition and planned activities
- Senior citizens live independently longer

FAMILY ASSESSMENT AND SUPPORT SERVICES

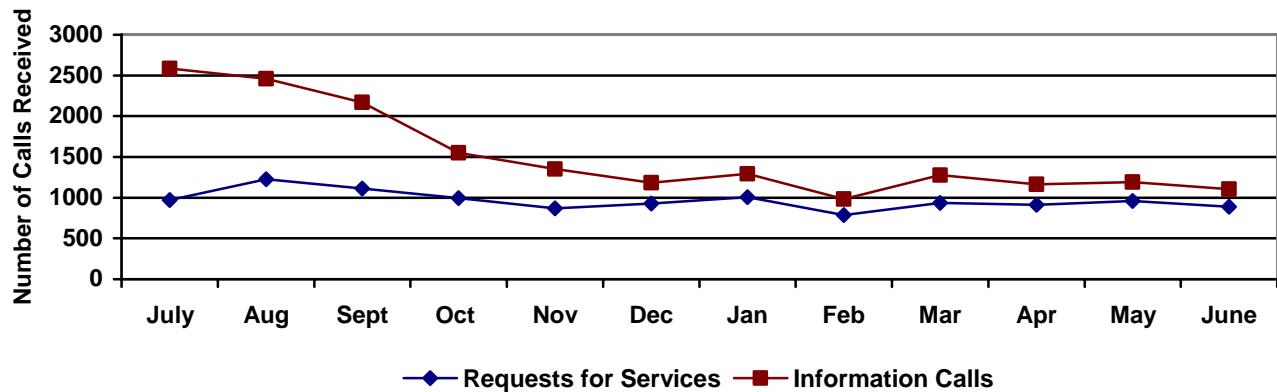
The purpose of the Family Assessment and Support Services unit is to assist families and individuals who experience barriers to full participation in the community through the Neighborhood Place (NP) system. Trained staff provide case management, emergency financial assistance, information, assessment and/or referral, and intervene with families when youth begin to demonstrate behaviors that may have serious negative consequences. Services provided through this unit are:

- **Information and Referral**
- **Emergency Financial Assistance**
- **Family Intervention Services**
- **Homeless Assessments**

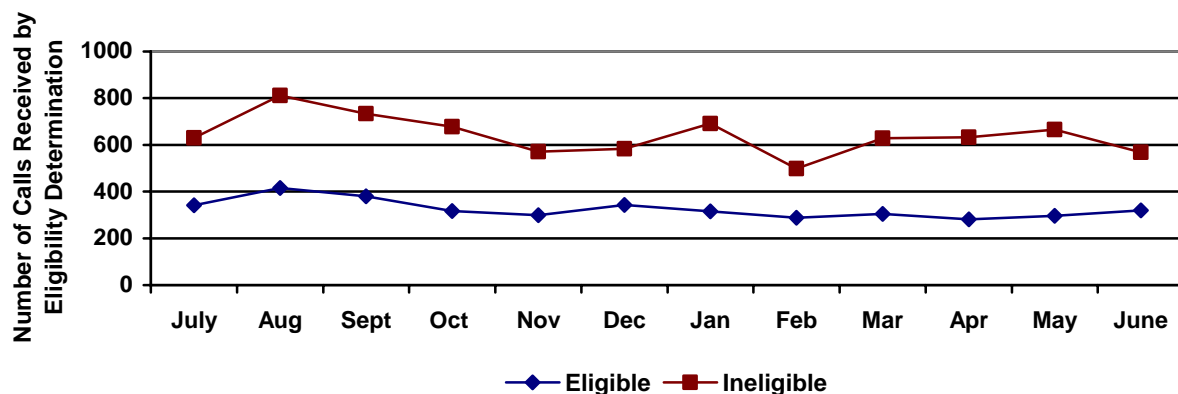
Information and Referrals (I&R)

Information and Referral Technicians are assigned to each of the eight NP areas (one-stop, multi-agency service centers) in Jefferson County. They respond to calls about available services by providing relevant referral information and by initiating preliminary eligibility screening based

on needs. I&R staff has access to the Community Resource Network database and is extremely knowledgeable of NP services and locations. The line graph below indicates the level of contacts by call type by month.



Knowledgeable staff obtain information through initial contact with individuals and families who are in need of a broad range of services. Depending on the type of request, staff will refer to suitable services or route the request to the appropriate information contact. These include referrals to possible emergency, seasonal and ongoing financial assistance, assessment for homeless case management and housing services, NP programs or other providers in the community. The following line graph indicates level of eligibility determination by month. The high number of ineligible can be attributed to the existence of income. First, eligibility for financial assistance must be zero income; then other situational criteria regarding the reason income was lost and when that occurred are all considered.



Program Outcome/Indicator(s):

- All requests for assistance are provided information, referrals and/or services.
 - **29,895** = total number of calls handled by I&R
 - Of the **11,589** requests for services:
 - **3,900** households received financial assistance
 - **18,306** = total number of information and/or referral services provided

Emergency Financial Assistance Services (EFA)

The Emergency Financial Assistance program is designed to help households that meet income and crisis criteria. Assistance is provided in the basic areas of shelter and utilities to stabilize housing for households with zero income or resources for the month assistance is requested. Length of financial assistance varies depending upon qualifying eligibility criteria.

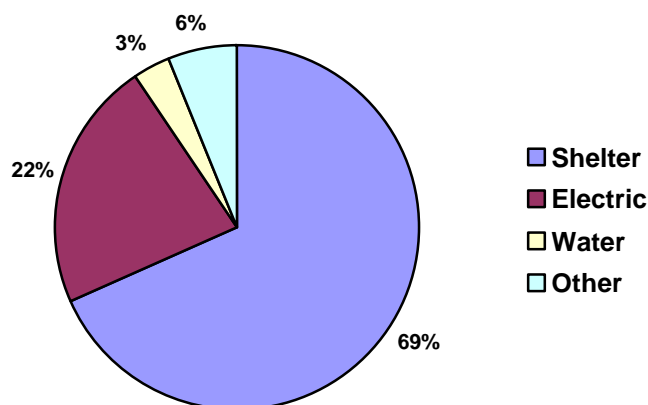
After an initial screening to determine eligibility, temporary emergency assistance is given at one of the NP sites. Applications are made in person at a NP location whenever possible. Telephone applications may be taken for persons unable to visit the office and/or in other emergency situations. From information provided through a self-assessment form completed by clients², **20%** of the families who come to NP say they are in need of assistance with rent and utilities. Over the past fiscal year, there were over **7,900** requests for financial assistance received by EFA - **42%** of those received some level of assistance. The remaining were referred to other community agencies who may be able to help.

Of those determined to be eligible, the following key financial crisis indicators were identified:

1. Loss of income earning family member
2. Loss of employment
3. Loss of income/support due to illness
4. Loss of child support income
5. Other crisis

At **59%**, **loss of income/ support due to illness** is the key financial crisis indicator most often identified. EFA clients who seek services due to illness may also receive additional assistance through the Extended Care Program - if they do not have children and have either a temporary illness or pending SSI.

As stated above, assistance is provided for shelter and utilities to stabilize housing. The following pie chart demonstrates the breakdown on requests for the past fiscal year by the number of occurrences³.



See the “Neighborhood Place” Section for more detail regarding this program unit.

Program Outcome(s)/Indicators:

- Families and individuals meeting eligibility criteria are assisted with shelter and/or utilities to stabilize housing.
 - **3,900** requests for EFA were determined to be eligible
 - **5,860** vouchers were issued, of those:
 - **69%** were assistance with shelter (rent, mortgage payments)

² Clients who enter Neighborhood Place are asked to complete a self-assessment form that identifies areas of need.

³ Households may request both assistance with shelter and utilities. Therefore, breakdown represented here reflects the number of occurrences rather than the number of households.

- **25%** were assistance with utilities (water, electric, phone)
- **121** = number of cases referred to Extended Care Services

Family Intervention Services (FIS)

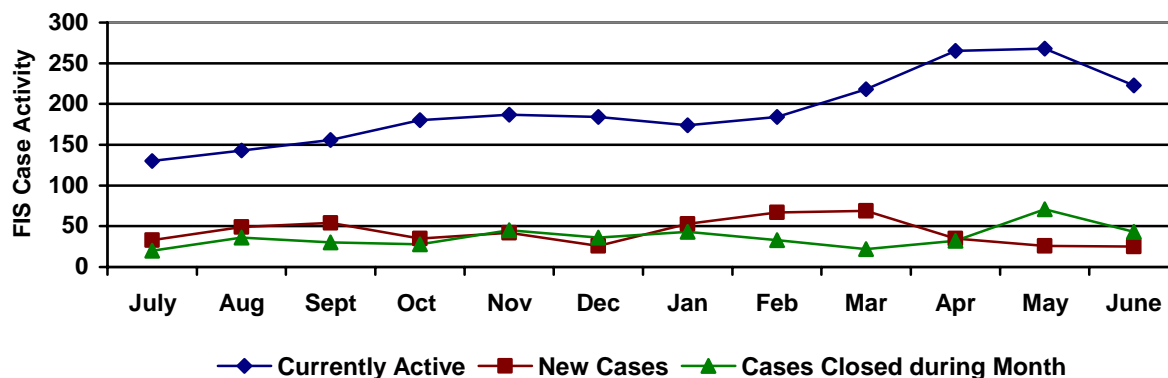
Problems related to truancy, parent/child conflicts, homelessness, or other factors impact the entire family. Family Intervention Services provides case management to students and their families at the NP sites. Case management, based on family needs, generally lasts 4 to 6 months. This year FIS staff conducted over **2,200** home visits⁴.

Services Provided:

- Face-to-face comprehensive assessment of the situation
- Development of a service plan to address individual as well as family needs
- Stabilization through crisis intervention
- Emphasis on reasonable youth behavior and appropriate parenting skills
- Identification of community, family and individual resources
- Referral to, and collaboration with other agencies engaged as needed
- Case management coordination, monitoring and advocacy for the attainment of desired goals

In addition, referrals are made through the Neighborhood Place partners, such as Jefferson County Public Schools, Seven Counties Services, or programs such as Healthy Start.

The line graph below indicates monthly activity for this program – currently active, newly added and recently closed cases.



Of those cases that were successfully closed, one or more of the following **positive outcomes** were reported:

- Improved family communications
- Increased knowledge of resources
- Increased school attendance
- Improved school behavior
- Improved school performance
- Maintained or obtained stable living arrangement

FIS staff also functions as Family Advocates for Truancy Court (a voluntary program). Family Advocates provide intensive case management for 8-10 weeks to address truancy along with other issues impacting student attendance, behavior and performance. This past fiscal year two

⁴ Data taken from Neighborhood Place Monthly Activity Report

schools participated in the program - Meyzeek Middle and JB Atkinson – providing case management to the families of **49** students.

In addition, FIS co-facilitates support/education groups for youth. These groups focus on girls and boys transitioning from elementary to middle school as well as from middle to high school. In partnership with the Office of Youth Development, FIS workers help to coordinate the T.Y.P.E. program in four schools and four community centers in the Fall, Spring and Summer. This past fiscal year **224** children participated.

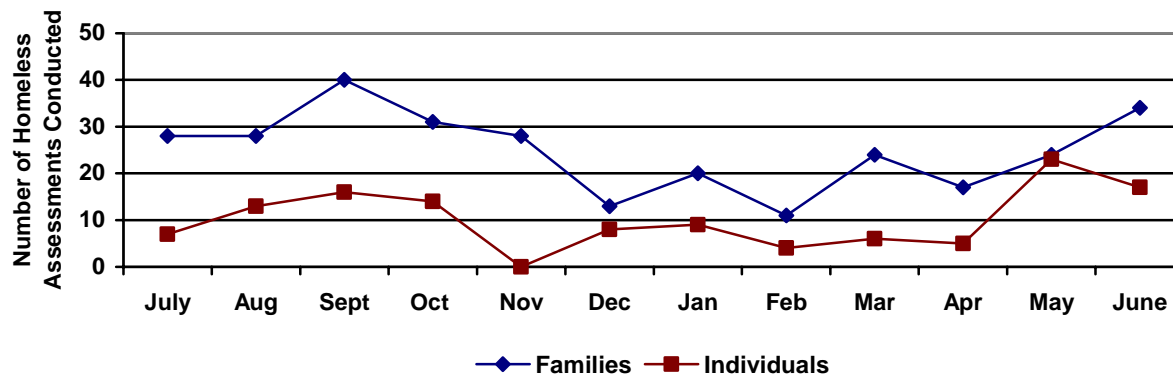
In another collaboration, FIS staff worked with **69** children who live in the areas surrounding five NPs (Bridges of Hope; Ujima; South Central; South Jefferson and Northwest) to provide a safe, supportive environment, constructive activities and skill-building sessions. Known as the B.R.I.D.G.E.S. (Building Resilient, Intelligent, Drug-free Graduates via Empowerment and Service) program, these support groups provide team building, conflict resolution trainings, hygiene/self-esteem building, field trips, cultural/diversity trainings, proper etiquette training, abstinence & family planning, board games, positive role playing, community services projects, back to school festivals and communications skills.

Program Outcome(s)/Indicators:

- Childhood educational risk factors are reduced.
 - **644** families were assisted
 - **439** were closed; of those that were closed:
 - **60%** produced one or more positive outcomes
 - **49** at-risk students participated in the Truancy Court program
 - **293** students participated in support/education groups

Homeless Assessments

Assessments are completed with families or individuals that present at the NP as homeless or as unable to access the shelter system. Relevant information regarding length of homelessness, barriers to obtaining housing and type of housing needed is obtained to draft a course of action and to make appropriate NP and/or community referrals. Families who meet the federal definition of homelessness and are amenable to entering public housing are referred to the LMHS Homeless Families Response Team, who will help the family obtain and maintain permanent housing. Homeless singles and those who do not meet the federal definition are referred to public housing, available shelters, or other appropriate resources.



From information provided through the Neighborhood Place self-assessment survey, we know that **16%** of the families who come to NP and complete a form say they need help finding affordable housing.

Program Outcome(s)/Indicators:

- Homeless persons access to shelter is increased.
 - **420** assessments were conducted:
 - **39%** of which were referred to the Homeless Families Response Team for additional assistance
 - **77%** involved families

FAMILY SELF-SUFFICIENCY SERVICES

The Family Self-Sufficiency Services Unit helps families achieve economic independence and stable housing by providing long-term case management services, assistance in acquiring suitable employment and reaching other goals related to self-sufficiency. These services include:

- **Operation Self-Help**
- **Homeless Families Response Team**
- **Permanent Supportive Housing Services**
- **Extended Care Services**

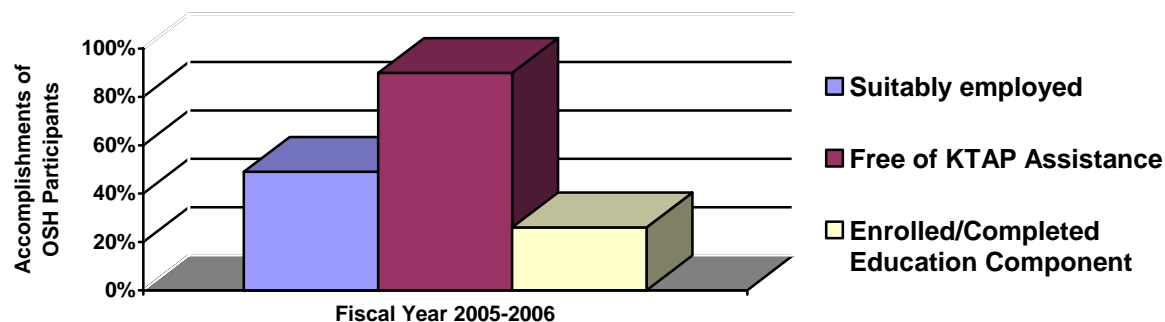
Operation Self-Help(OSH)

Operation Self-Help is sponsored in cooperation with the local housing authority. OSH provides intensive, long-term (up to five years) case management services to families who reside in public housing developments, scattered site housing, and Section 8 units. Services focus on families interested in education, training, employment and life skills such as financial management that lead to independence from government assistance and economic self-sufficiency. A total of **205** participants exited the program this year. Exits occur for several reasons: client completes program and graduates; voluntary withdrawal, inadequate participation, loss of housing through Metro Housing Authority or failure to meet graduation requirements.

Participants are expected to:

- Obtain and maintain suitable employment
- Be free of KTAP assistance for at least one year
- Comply with Metro Housing Authority regulations
- Maintain a pattern of active involvement in case management
- Fulfill the workshop requirements of their contracts with an emphasis on financial literacy
- Reach personal goals identified by the participants
- Complete an appropriate post-graduate plan

The bar graph below indicates the level of success OSH clients have had in obtaining the goals indicated above.



When a family signs a Family Self-Sufficiency contract, an escrow account is established by the Housing Authority for that family. As the family's rent increases due to earned income, a portion of the increase, up to 100%, is placed in an interest bearing escrow account. When participants complete the program by achieving all the goals outlined in their contract, they may use the escrow account to advance their education, purchase a home or start a new business. This past fiscal year, over **\$191,000** escrow dollars were distributed.

OSH Graduate Recognition

The 2006 FSS Recognition Luncheon was held at Masterson's Restaurant on July 23rd. Approximately **300** participants and guests were in attendance to celebrate and recognize the previous year's accomplishments. The Emcee for the event was Chief Robert White with the Louisville Metro Police Department.



Vicky Bomar, OSH Senior Social Worker, checks in graduates at the Recognition Luncheon.

FSS Newsletter

OSH also distributes a newsletter on a monthly basis. At any given time, more than **450** program participants receive this publication which contains information on client achievements, program and training, health and wellness tips, etc.

Program Outcome(s)/Indicators:

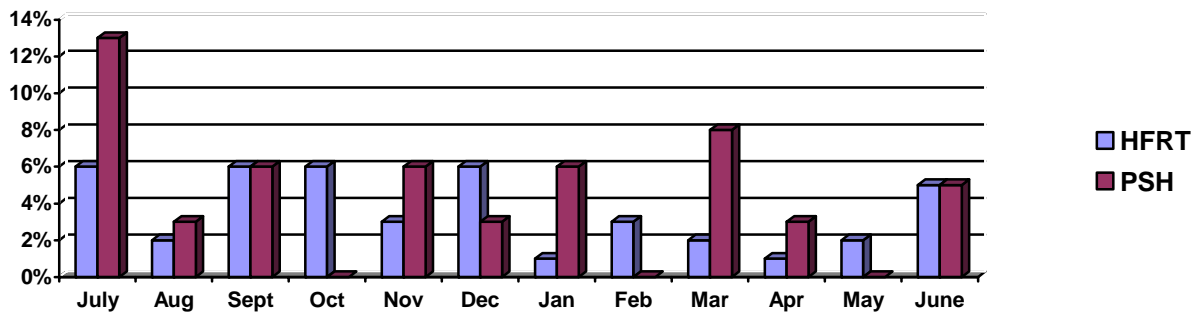
- Families become independent from government assistance and gain economic self-sufficiency.
 - **631** families participated in the program:
 - **37** = number who graduated from FSS/OSH program
 - **69%** are still active
 - **90%** are not receiving KTAP
 - **32%** were enrolled in an educational component⁵
 - **47** participants graduated from a college or vocational program
 - **87** participants enrolled in a college or vocational program
 - **6** participants earned their high school diploma or GED.
 - **51%** are employed
 - **264** participants working for one year or more
 - **24** participants completed a Home Ownership Program
 - **13** participants purchased homes

Homeless Families Response Team (HFRT)

The Homeless Families Response Team connects homeless families with the most appropriate immediate housing option in the community through case management. Two case managers also work with families to develop a plan to reach and maintain permanent housing. The unit provides this intensive case management to families that cannot access emergency shelter due to shortages of space or other barriers that prevent shelter placement. **Thirty-nine percent** of the families who received a Homeless Assessment out of NP were referred to HFRT. The bar graph

⁵ Educational component includes GED, vocational and post-secondary education.

below demonstrates the percent of permanent housing found for participants in both the HFRT and Permanent Supportive Housing (PSH) programs (see description below).



One benefit of HFRT is housing placement when possible in subsidized housing with the case manager functioning as a housing specialist to assist the families through the paperwork process and verifications required. They also provide up to 6 months of case management and link families to all available resources that will help them with stabilization and support.

Program Outcome(s)/Indicators:

- Homeless families obtain and maintain permanent housing.
 - **269** families participated in program:
 - **61%** are still active
 - **24%** obtained housing

Permanent Supportive Housing Services (PSH)

The Permanent Supportive Housing Case Managers serve homeless individuals and families that have one of four disabilities:

- HIV/AIDS
- Substance abuse
- Mental illness or
- Dual diagnosis

Case Managers assess all clients and work to place them in the best available, affordable housing. Case Managers access housing through Shelter Plus Care, the Metro Housing Authority as well as market rate and other subsidized housing. They continue to work with these individuals to identify other mainstream services and help them to maintain their housing. (See bar graph above).

Program Outcome(s)/Indicators:

- Homeless families and individuals with disabilities obtain and maintain permanent housing.
 - **55** families and individuals participated in program:
 - **76%** are still active
 - **33%** obtained housing

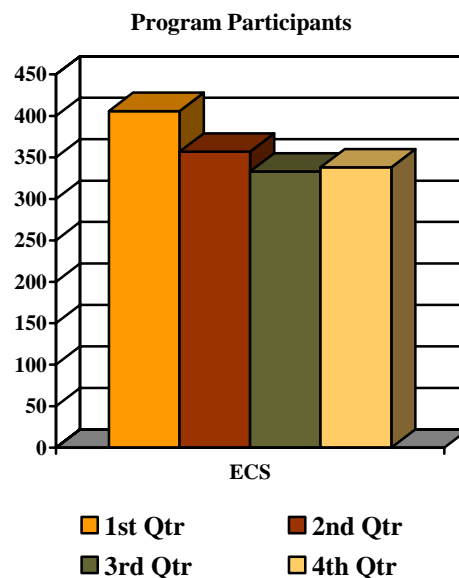
Extended Care Services

Extended Care Services provides case management and long-term (up to 9 months) emergency financial assistance for shelter and utilities to individuals and families who are unable to work

due to physical and/or mental disabilities. In many cases, the financial assistance provides a 9-month “bridge” for individuals and families in crisis pending their application for and receipt of federal Supplemental Security Income (SSI) payments. Individuals and families in crisis with *short-term* disabilities that are barriers to employment may be eligible for up to 6-months of financial assistance.

The disability reimbursements received are for clients whose cases have been closed for a period ranging from one month to 3 years. The approval process can take anywhere from 120 days to 2 years. Some clients are not approved in the first 120 days and require an appeal. In the Louisville Disability Determination Office, 65% of applications are approved without an appeal.

Extended Care Services does not receive 100% reimbursement on all assistance provided for the following reasons: (1) Some clients do not get approved – request may have stemmed from an illness or injury from which the client is expected to recover - and (2) some are approved at an effective date after our assistance which cannot be recouped. This past fiscal year ECS received over **\$200,000** in SSI reimbursements.



Program Outcome(s)/Indicators:

- Individuals and families in crisis due to disability and unemployment are supported pending federal assistance payments.
 - **742** clients participated in program:
 - **33%** are still active
 - **140** cases were approved for disability reimbursement⁶

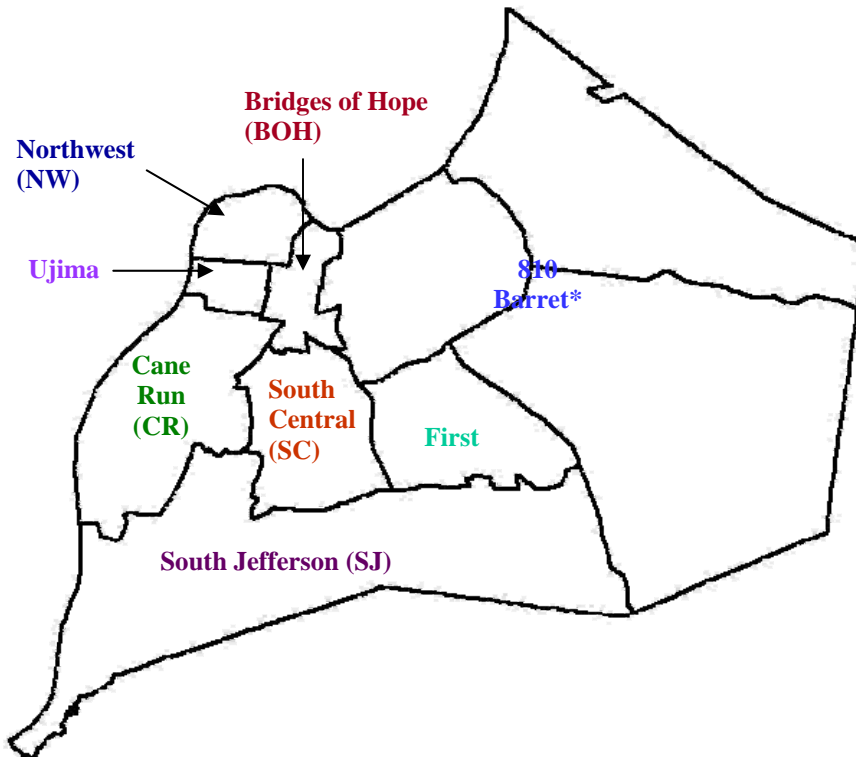
HOPE VI

Since 2003, LMHS has been involved in providing Case Management Services for Clarksdale residents who were to be relocated due to the HOPE VI revitalization project. The department provided initial assessment to residents and assisted families and individuals as they were relocated. The department’s contract for direct case management with these families ended in March of 2006. The department is still providing assistance to former Clarksdale residents involved in the Family Self-Sufficiency program. Overall, 63 families were engaged in the Family Self-Sufficiency program in 2006.

⁶ Disability approval can take from 120 days to 2 years to process. Therefore the number reported here may not necessarily include currently active clients.



NEIGHBORHOOD PLACE



Neighborhood Place is:

A partnership of public sector agencies that have come together to create a community-based “one-stop” service center. These agencies include:

- **Louisville Metro Human Services**
- **Louisville Metro Health Department**
- **Jefferson County Public Schools**
- **Seven Counties Services, Inc.**
- **Kentucky Department for Community Based Services:**
 - Family Support
 - Protection and Permanency

Why are there Neighborhood Places?

To provide families an array of human, health, school and employment services in a coordinated and streamlined way. Individuals and families needing a service typically go to that agency to apply for the assistance they need. If they require more than one service, they often face unrealistic expectations on their time, energy and resources. The resulting barriers include:

- Duplication of their time and effort
- Limited information about all available resources
- Poorly organized service plans
- Confusing and contradictory program regulations

How are services offered?

Staff work as a team and programs are collaborative. Programs from each of the partner agencies are provided from each of the eight NP regions that make up Jefferson County (*Note: 810 Barret is divided into three sections for planning purposes).

What services are offered?

- ✓ Emergency financial assistance for those who are eligible
- ✓ Health services, including Women, Infants and Children Program (WIC), well-child check-ups, and immunizations
- ✓ Assessment and referral in a variety of areas: employment and training, behavioral and academic problems, alcohol or drug abuse, and other mental health concerns
- ✓ Screening for Kentucky Temporary Assistance Program (KTAP), Food Stamps and Medical Card
- ✓ Child abuse intervention and prevention
- ✓ Counseling, intervention and case management (such as the Family Intervention Services, youth educational groups and school attendance) to prevent more serious family issues
- ✓ Homeless assessment and referral Homeless Families Response Team

Who is eligible?

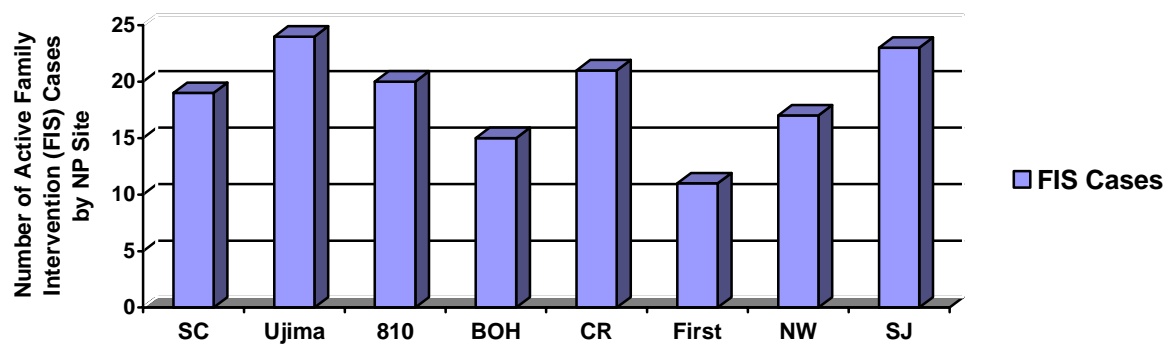
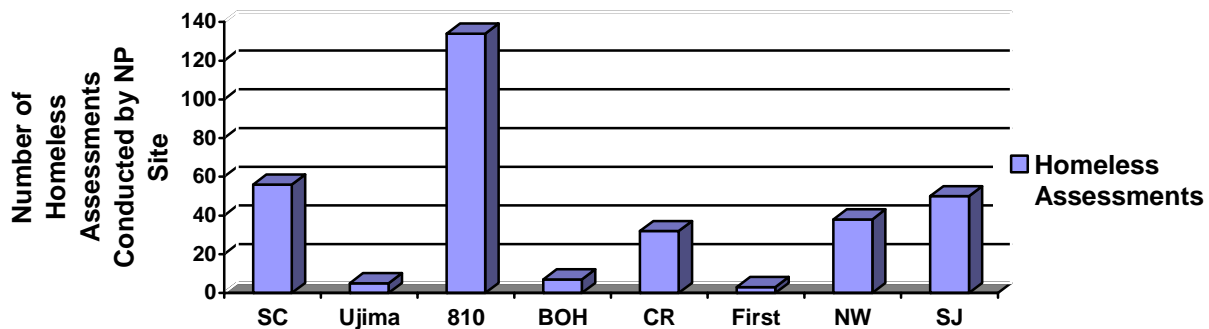
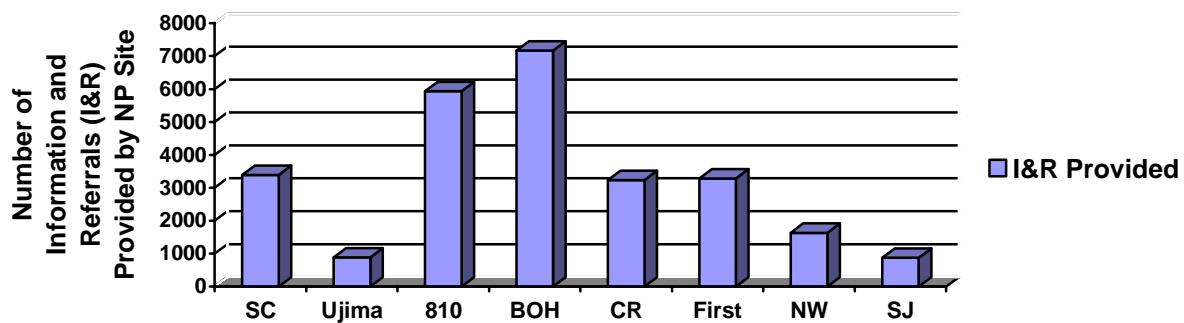
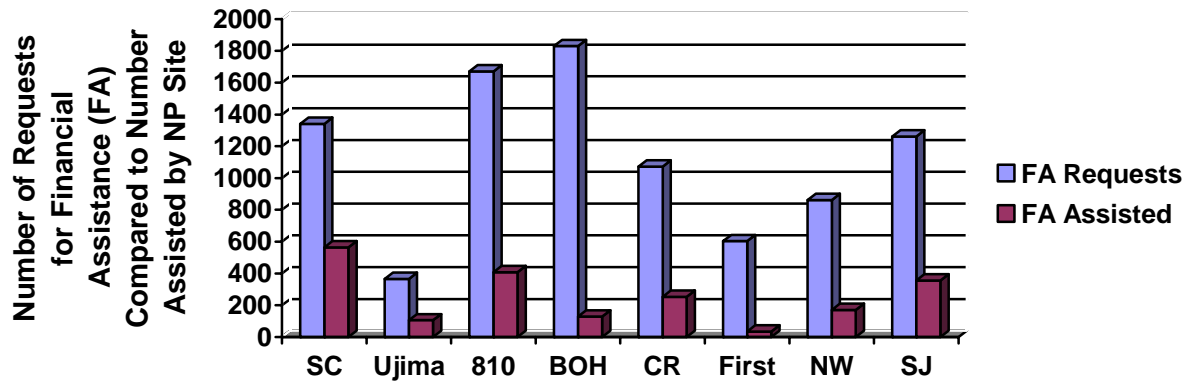
Individuals and families who:

- ✓ Live in Jefferson County
- ✓ Agree to give the participating agencies permission to communicate with one another
- ✓ Are setting and working toward their own goals

Although services are offered in a coordinated fashion, data on those services was available only through the separate agencies. Beginning this year, monthly activities are being tracked by the NP Administration in an effort to better understand how the community utilizes those services. As in any new project, there were some hurdles to clear so the data is not 100% complete, however, there are many noteworthy accomplishments:

- **3,155** Dare-to-Care food provisions were distributed
- **9,306** requests for Financial Assistance were processed
- **5,151** immunizations were provided
- **58,922** Women, Infant and Children's program enrollments were completed
- **55,549** requests for food stamps were processed
- **41,191** food stamp clients were re-certified for services
- **1,103** referrals for employment services were made
- **108** clients were employed
- **530** clients were referred to Seven Counties Services
- **252** Prevention Workshops were held with **2,040** participants in attendance
- **2,341** referrals were processed for childcare assistance
- **1,257** new cases were added for child protection services
- **8,149** referrals for truancy

Some of the above data relates directly to LMHS programs (Emergency Financial Assistance, Information and Referral, Homeless Assessments and Family Intervention Services) while other figures represent programs provided by NP partner agencies. LMHS information is being presented below as it relates to NP.



Program Outcome(s)/Indicators:

- Families have access to a wide-array of services.
 - Over **26,000** self-assessment forms⁷ were completed:
 - **31%** indicated that this was a first time visit
 - **30,500** total services were provided by all partners
 - **9,100** total referrals were made across the community

SENIOR CITIZENS' SERVICES

The purpose of the Senior Citizens' Services Unit is to promote independent living for senior citizens (60+ years and older) by providing home-delivered and community-based meals, health education and advocacy. Utilizing an extensive volunteer network, this is accomplished through:

- **Senior Nutrition Program**
- **Meals on Wheels**
- **Intergenerational Program**

Human Services and KIPDA have worked in partnership providing meals to seniors for more than 25 years. KIPDA is the Area Agency on Aging and administers the federal Title IIIC grant for the Senior Nutrition program. The amount received from KIPDA by Human Services only covers about 75% of the total costs.

Senior Nutrition Program

The senior citizens nutrition program serves hot, noon-time meals to people 60 years of age and older. Meals are served at **22** community centers, where activities and programs are scheduled daily, Monday through Friday. Reservations are required one day in advance. The program promotes better health through improved nutrition and offers seniors an opportunity to combine food and fellowship. There were **169,984** meals consumed at the nutrition sites over the past fiscal year. The graph below demonstrates the level of activity by month.



Volunteers prepare for a meal delivery out of the Sun Valley Senior Nutrition Center.

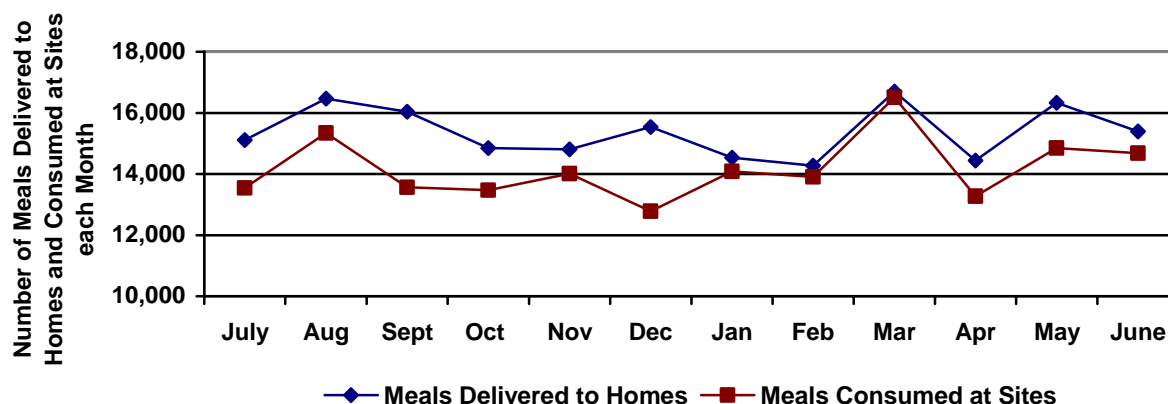
Meals on Wheels

LMHS works in partnership with a network of volunteers and community agencies to deliver over **850** meals daily to homebound older persons across Jefferson County. Meals are delivered from senior centers throughout the community and from facilities such as Sts. Mary and Elizabeth Hospital and the Jewish Community Center. These daily home visits and meal delivery are an important support of senior citizen health, independence and socialization.

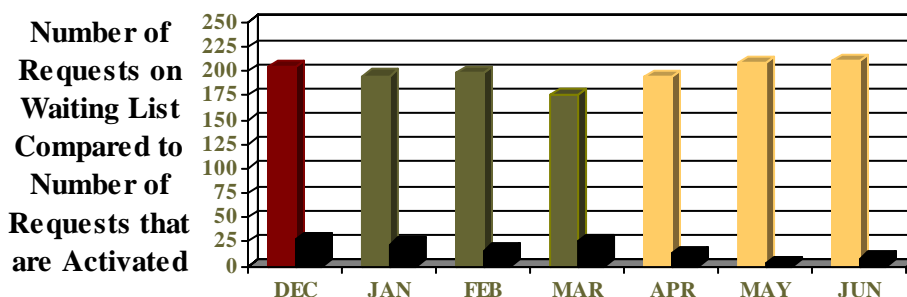
Home-delivered meals are available to individuals over 60 years of age -- and the spouse of that person, regardless of age -- who have no one in the home able to prepare nutritious meals on a regular basis and who, because of illness or incapacity, are unable to attend a community center site. Meals are also available to individuals with disabilities under the age of 60 or members of a non-institutional household with an elderly person who meets the program's eligibility criteria.

⁷ These numbers do not represent 100% of the NP client flow – completion of the self-assessment form is voluntary.

There were **184,467** meals delivered to the homes of seniors over the past fiscal year. The graph below demonstrates the level of activity by month.



Not all requests for *Meals on Wheels* services can be accommodated. Last year **1,384** requests were placed on a waiting list maintained by LMHS. Of those, only **8%** were accommodated. The main reasons for the waiting list are two-fold: (1) limited budget and (2) limited volunteer drivers. Volunteers to deliver meals are a precious resource. Meals are delivered by staff when volunteers are not able to fulfill their route or when there is no one assigned. Senior Nutrition has approximately **23** routes each day and some days as many as 6 staff members are delivering. Of course, this takes the staff away from doing other aspects of their jobs such as home visits and intakes. The waiting list averages around **400** people, and the lack of volunteers means that new routes are not able to be developed. Typically one meal route takes 10-12 volunteers at a minimum, assuming that active volunteers will deliver twice a month. In the bar graph below, the colored bars show actual number on LMHS' waiting list; black bars show number of requests who become active.



Tracking of this data did not begin until December 2005

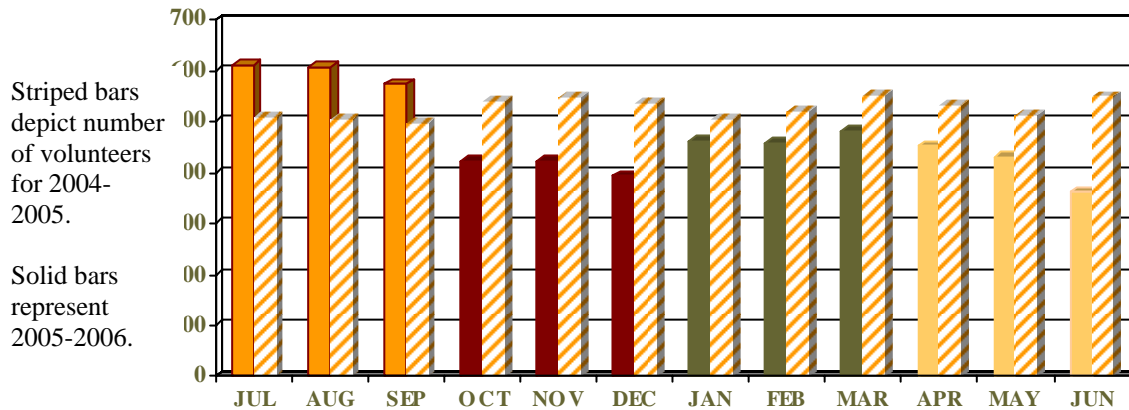
Subcontractors

LMHS currently subcontracts with other area agencies to help provide these services to seniors in our community. Subcontractors help with both senior center and home delivered meals. In addition there are several rural locations providing community-based and home-delivered meals along with adult day services. Last year **40%** of all new requests for home-delivered services were referred to subcontractors.

Program Volunteers

Volunteers are often the only person a *Meals on Wheels* participant sees during the day. Besides bringing a hot meal and friendly smile, the volunteer is trained to be aware of potential hazards to the senior, such as no heat or air conditioning. If the volunteer notices anything unusual, or if the senior does not respond when the meal is delivered, volunteers are trained to notify the office so that follow-up can occur.

Number of Volunteers per Month



The bar graph above represents a comparison of available volunteers for the *Meals on Wheels* program for fiscal years 2004-2005 and 2005-2006. There was a **34% decrease** in the number of volunteers assisting in this program during the last fiscal year. In total, **721** volunteers donated over **63,000** hours to the Senior Citizens' Services program at a value of over **\$1.1 million**.

The Nutrition Program currently relies on over 400 volunteers to assist at the nutrition centers, and deliver meals to the homebound elderly. As a way of saying thank you to these wonderful people, the program hosts an annual Volunteer Recognition Banquet. This year, it was held on May 16th at Masterson's Restaurant. In addition to the delicious meal, guests were entertained by the Memphis Red Hots, and many received door prizes (courtesy of area businesses). Mayor Abramson was on hand to personally thank the volunteers for the work they do in strengthening our community through their commitment of time and caring for their neighbor.



Volunteers of the Nutrition Program enjoy the festivities at Masterson's Restaurant.

For the first time this year those interested in volunteering for either Meals on Wheels or at a Senior Nutrition Site can now do so online.

Intergenerational Program

A cooperative effort of LMHS and the Jefferson County Public Schools, Senior Centers in the Schools is an intergenerational program designed to get area seniors actively involved in schools. In addition to providing hot lunches and free social services Monday through Friday, the program also offers seniors opportunities to volunteer in the schools as library aides, tutors, teacher aides, guest speakers and office aides. Seniors determine the amount of time they wish to devote to volunteering.

Intergenerational programs operated in three area schools: Shawnee, Fern Creek, and Pleasure Ridge Park High Schools. Overall, more than 11,200 meals were served through the three

locations. Shawnee High School's program was discontinued June 30, 2006 due to low attendance.

Program Outcomes/Indicators:

- Senior citizens experience better health through nutrition and planned activities:
 - **169,984** meals were served at Senior Nutrition Sites
 - **38%** of the seniors responding to a survey indicated that the nutrition education programs provided at the sites changed their eating habits
 - **721** volunteers provided fellowship and planned activities for participating seniors throughout the year
- Senior citizens live independently longer:
 - **184,467** meals were served through the Meals on Wheels program
 - **815** seniors (on average) receive daily visits from volunteers and staff delivering meals

OFFICE OF YOUTH DEVELOPMENT

The Office of Youth Development (OYD) is a division of LMHS and promotes the healthy development of youth by creating and supporting initiatives that address risk factors, enhance protective factors and help youth become responsible, productive adults. The office provides educational enrichment, career exploration, job training, employment, mentoring, community service projects, scholarships, and leadership development programming. OYD also maintains a directory and shares information about youth service providers throughout the community. Programming is divided into two segments:

- **Direct Services to Youth**
- **Grants and Information**

Youth and their parents who access services and programming provided through the Office of Youth Development Division benefit in a multitude of ways:

- Youth acquire new skills to succeed
- Youth increase their commitment to education
- Youth are more engaged in the community
- Businesses invest in area youth
- Area youth service providers are offered training, monitored and evaluated
- Callers receive information and referrals regarding available youth services

DIRECT SERVICES TO YOUTH

The goal of OYD's Direct Services to Youth is to promote positive youth development, focusing on "disconnected" youth and their families, by coordinating with community stakeholders to provide a wide range of services: educational, social and after-school programs, life skills training, youth employment skills, job opportunities, and special activities that promote strong families and social / cultural development. This is accomplished through:

- **Studio2000**
- **Youth Services and Careers Institute**
- **Youth Service Worker Training**
- **Neighborhood Youth Boards**
- **Teen Youth Program of Encouragement**
- **Young Ladies Like Us II**
- **Mayor's Youth Cabinet**

Studio2000

Modeled after Gallery 37 in Chicago, Studio2000 is an arts-based youth employment program open to high school students in Louisville Metro. Students from diverse backgrounds work with equally diverse professional artists. The program is an important way for young people who are interested in an arts career to work with artists who are self-supporting. In addition to hands-on, minds-on creative expression, the young artists have the opportunity to learn new skills while earning an income. As part of the program's employment and job skills development focus, interested youth submit samples of their work and go through an interview process.

Studio2000 sessions occurred three times throughout the year and involved **90** students, all of whom submitted a portfolio in order to be considered. At the end of each session, student artwork goes on public exhibit and is available for sale. Art mediums include fiber, glass, clay, paint/mixed media, large canvas painting and mural painting. Proceeds are reinvested in Studio2000 to support future programming.

As a major event, Studio2000 was featured in a two-month long exhibit at the Bernheim Gallery at the main branch of the Louisville Free Public Library. It was the first major exhibit for Studio2000 outside of the summer exhibit at the Kentucky Center.

Studio2000 was also commissioned to create public art in several Louisville Metro neighborhoods:

- A 130 foot long mural for **District 10** Councilman Jim King was painted on a retaining wall on Poplar level at Belmar. The mural was painted by 5 apprentices and two former apprentices as team leaders in the fall of 2005.



- Two large canvases were created as part of our outreach paintings in the spring of 2006. **House of Ruth** and the **Berrytown YMCA** were both sponsors and recipients of these works.
- A third public commission was begun in the spring but will be completed in the '07 fiscal year. A 4 foot wide by 8 foot tall slumped glass mural for the **Metro Development Center** at 444 S. Fifth St.



Youth Services and Careers Institute (YSCI)

YSCI is a year-round career exploration and educational enhancement program for youth ages 14 and 15 offering:

- **Career Preparation**
Career assessments, resume writing, keyboarding, office skills and mock interviews all lead to a career-matched, paid internship opportunity at the end of the training program

- **Academic Enrichment**

Basic skills review and post-secondary preparation workshops provide academic enrichment and reinforce school-based achievement.

- **Business/Leadership Skills Training**

Focuses on financial literacy, goal-setting, time management and entrepreneurial business preparation (with students presenting their “mock” business at the end of the training program)

- **Alumni Programs:**

- *It's Not Over* focuses on 16-17 year old youth, providing more in-depth review of subjects covered in the original YSCI program, particularly community service projects. In addition, it is hoped that many of these students will transition into the Neighborhood Youth Board program and serve as peer leaders and mentors.
- *It's a Different World* focuses on 17-18 year old youth, preparing them for the challenges of the FAFSA, scholarship applications and actual applications to the colleges of their choice. Scholarship research, essay writing and writing an effective cover letter are also covered.

YSCI sessions begin each January, May and September and are provided at three different locations. Each session involves a three-month training process after which the youth are afforded the opportunity for a paid internship in the career field of their major interest. This year approximately **35** different employers provided internships to **80** individual YSCI participants, helping them to develop skills in their chosen career path.

Employers, parents and youth agree that the YSCI focus on job readiness/college preparedness as well as community service puts them on a positive track for their own future and the future of this community. YSCI students graduate from the program job ready, college focused and with a desire to give back to their community. Testimonials abound. To quote an YSCI alumnus “*this program is a solid link that connects us youth with a real world experience*”. From a parent: “*I wish there were more programs like yours ... the work you do with these young people is priceless*”. From an employer: “*it's neat to see the students' creativity and willingness to get outside the box*”.

Neighborhood Youth Boards (NYB)

Neighborhood Youth Board activities develop leadership and job skills, preparing youth for college and the workforce. NYB are located in eight community sites across Louisville Metro and closely align with NP. NYB members discuss youth issues and concerns such as violence, teen pregnancy and drugs with community leaders. The NYB goal is to empower young people to reach their full potential, change patterns of negative behavior, and develop as organizers who work effectively with their peers to create positive social change. NYB is a strength-based program and uses the 40 Developmental Assets as the framework for its curriculum.

To this end, NYB have been very active over the past fiscal year in the following ways:

- Participation in **community service projects**, i.e., nursing home visits, shoe, food and clothing collection and distribution to Wayside, the Lord's Kitchen and Project Women.

- Twenty-three (23) NYB youth participated and graduated from the Louisville Metro Police Department's **Youth Citizens Police Academy** on June 16th at the Presbyterian Community Center.
- **Community Mapping** was a huge project for which NYB youth trained and produced data to be utilized regarding teen participation in Louisville's south end community centers.
- NYB youth in the Smoketown area – Meyzeek and PCC specifically, were participants of the Mayor's **Safe Summer Initiative**.
- The **Baby Think It Over Project** has been completed by NYB youth in both Portland and Farnsley locations.
- NYB Coordinators worked with NP staff on the **B.R.I.D.G.E.S.** project as well as receiving referrals from Family Intervention Services.
- Established a relationship/partnership with the Center for Neighborhoods to host youth activities while parents attend **Making Connections** meetings monthly.



Youth Citizens Police Academy graduates

T.Y.P.E.

Teen Youth Program of Encouragement (T.Y.P.E.) is a strength-based, mentoring program for girls and boys funded through a partnership with the Louisville Metro Health Department and an Abstinence Grant from the Kentucky Cabinet for Health Services. This year the program assisted **645** teens in defining themselves and understanding their uniqueness at weekly meetings, providing a safe setting to build trusting relationships with adults and with their peers. The groups are gender-specific, to allow for open discussion of important issues. T.Y.P.E. provides alternatives to negative behavior, encourages abstinence, and develops leadership skills and accountability.

Eighth grade girls who have been involved throughout middle school in T.Y.P.E. or Girl Power (offered by the Girl Scouts of Kentuckiana) are celebrated for this achievement with a **Cotillion**. The formal evening recognizes those young ladies who have maintained a minimum of a 2.5 grade point average and had satisfactory school attendance and behavior. This year OYD, in partnership with Girl Scouts of Kentuckiana and Jefferson County Public Schools System, held five successful cotillions. Newburg Middle School, Southern Leadership Academy, Iroquois Middle School, Meyzeek Middle School, and Western Middle



Above: Cotillion participants, who have participated in T.Y.P.E., celebrate their accomplishments.

Below: Young Ladies Like Us II - smiles of just one team of girls participating in activities at a retreat to support sixth grade girls just entering middle school.



School were all among the participating schools. There were a total of approximately **130** girls who participated in the cotillions, which tripled the number from last year.

Young Ladies Like Us II (Y.L.L.U.II)

Y.L.L.U. II is a retreat offered to sixth grade girls in 11 middle schools to foster a positive transition from elementary to middle school and from childhood to adolescence. The retreat involves adult mentoring females. Each school worked through the agenda to outline their activities. Workshops, social activities and opportunities for bonding and developing lasting friendships are key program features. This year, **305** girls participated in these events.

Mayor's Youth Cabinet (MYC)

The mission of the Mayor's Youth Cabinet is to ensure the City's public policy agenda, programs, and services meet the needs of youth.

Purpose:

- To better coordinate our community's efforts and services for young people
- To involve more young people in the decision-making process
- To positively affect the lives of more youth
- To champion Louisville's future leaders

Benefits to Louisville Metro:

- Receive input from a youth perspective on public policy
- Include young people in the decision-making process, particularly in allocation of Metro grants to youth service providers and programs
- Provide youth with a positive experience of government, promoting future civic involvement

How Youth Cabinet Members Benefit:

- Receive training in areas of leadership, public policy, and civic responsibility
- Gain ability to offer their perspectives on issues to the Mayor, Councilpersons and the media
- Learn about decision-making by participating in resource allocation for youth services
- Learn how to influence public policy



Mayor Abramson meets with the Mayor's Youth Cabinet regularly to discuss Metro government and youth issues.

The Youth Cabinet consists of **40** young people (public, private and parochial high school representatives nominated by their school principal) who meet monthly at Metro Hall and quarterly with the Mayor. Recent activities include training on the operations of Metro Council with actual participation in a mock council meeting; development of a website for youth; designing a logo and slogan and working on a Social Host Ordinance introduced by the Kentucky Agency for Substance Abuse Policy.

Other Activities:

Community Service

All youth participating in OYD programs are encouraged to engage in their communities through community service. Activities such as neighborhood clean ups, mural paintings, volunteering at local nursing homes, neighborhood festivals and special events provide an opportunity for these teens to give back and develop into productive young adults. This year over **1,200** community service hours were completed by OYD youth.

Volunteers

OYD also relies heavily on volunteers to ensure programs are successful. More than **300** volunteers assisted in various capacities including: facilitating training, serving as mentors, review grant applications, organizing special events and assisting with other programs.

Special Events

In addition to their regular programming, OYD staff also conducted several special events throughout the year. Over **6,200** participants attended one or more of the following:

- **Martin Luther King Day of Service** is a community-wide collaboration between Service for Peace, the public, private and nonprofit sectors. The event brings citizens from across the community together to honor the memory of Dr. Martin Luther King, Jr. by completing volunteer service projects within community-based and faith-based agencies throughout Metro Louisville. In 2005, more than 1200 citizens participated in this event and provided more than 10,000 hours of service to our community. During one project, this group painted the entire gymnasium and game room at Shawnee Community Center.
- **Historically Black Universities and Colleges Showcase** - Approximately 15 universities and colleges (14 from outside of KY) sent representatives to speak with and recruit students. Kentucky State was the showcase school, spotlighting ten different opportunities for interested students. Community-based organizations also attended and educational workshops were held for parents and students. Attendance for the entire day topped **2,000**. Planning has already begun and a date identified for the next year's Showcase.
- **Youth Opportunities Showcase** - a city-wide event that brought young people together with employers, youth programs and services to highlight opportunities for local youth. Employers and youth agencies such as: UPS, Kroger, Metro Government, MacDonald's, Kentucky Kingdom, YMCA, Metro Parks, CAP, Plymouth Community Center, and many more participated. The showcase provided an opportunity for more than **2,000** young people to attend the Muhammad Ali Center in search of employment and youth programs.



Photo on left: Young people attending the Youth Opportunities Showcase receive employment applications for summer jobs.



Photo on right: Mayor Abramson talks with a parent of one young participant.

- **Holiday Photo Shoot** - The Office of Youth Development collaborates with the Jefferson County Public Schools' Head Start program to sponsor this fun-filled event to provide an opportunity for families to participate in seasonal celebration, fun activities and get their pictures taken with Santa.
- **Afternoon of Youth Development** – this joint program of OYD and Metro United Way provides quarterly programs designed to offer information on current topics to front line staff from youth service agencies. In addition to networking with each other, staff members have the opportunity for quick, small group discussions and reports from other groups on three questions - What was learned today? How the information can/will be used? and How OYD & MUW can help. Topics covered in the past year included *The 7 Habits of Highly Effective Teens*, a discussion on Youth Violence and a report from the Metro Alliance for Youth on the Youth Needs Assessment.
- **Every1Reads** – is a community-wide initiative to ensure that every student within the JCPS system is reading at grade level by 2008. OYD works closely with JCPS, Metro United Way, Louisville Urban League and Greater Louisville Inc. in a Community Engagement effort that enlists community-based and faith-based organizations to support Every 1 Reads through the implementation of literacy programs. The Community Engagement effort provided additional training to more than 70 community partners who signed on to support the initiative. Twenty-four agencies met the criteria to become Endorsed Programs, which entitles them to receive additional resources, supplies and volunteers.
- **Spring Break Unity Event** - To ensure a true international feel, young people are engaged in the design of this annual event. Activities such as planning and directing games and participating in a “tasting” where favorite native dishes are prepared and shared with the entire group have proven to be very popular.



Dr. Tom Crawford, a retired UofL professor, facilitated training on the Seven Habits of Highly Effective Teens.



Students, guests and staff participate in a team-building exercise under the direction of the Peace Education program.

Program Outcome(s)/Indicators:

- Youth acquire new skills to succeed.
 - **4,610** = number of participants in OYD programming:
 - **1,178** youth and their parents participated in the OYD annual survey
 - **96%** rated the programs offered as good or excellent
 - **80** = number of 14 to 15 year olds who completed employability skills training and internship program
 - **111** = number of youth completing art skills apprenticeships
 - **2,000** = number of attendees at Youth Opportunities Showcase
- Youth are more engaged in the community.
 - **38%** of youth participating in OYD programming engaged in community service projects:

- **1,237 hours** of community service were performed
 - **1,400** = number of participants in MLK Day of Service
- Businesses and community invest in area youth.
 - **55** = number of internship opportunities provided through area businesses
 - **314** = number of volunteers engaged in OYD programming
 - **7,692** = number of participants engaged in special events
- Youth increase their commitment to education.
 - **94%** of OYD youth completing the High School Graduate survey are pursuing higher education
 - **2,500** = number of attendees at the college showcase

YOUTH GRANTS AND INFORMATION SERVICES

Youth Grants and Information Services promotes positive youth development through its **Grants Administration** and office of **Youth Enhancement Services** by funding local youth service agencies and by:

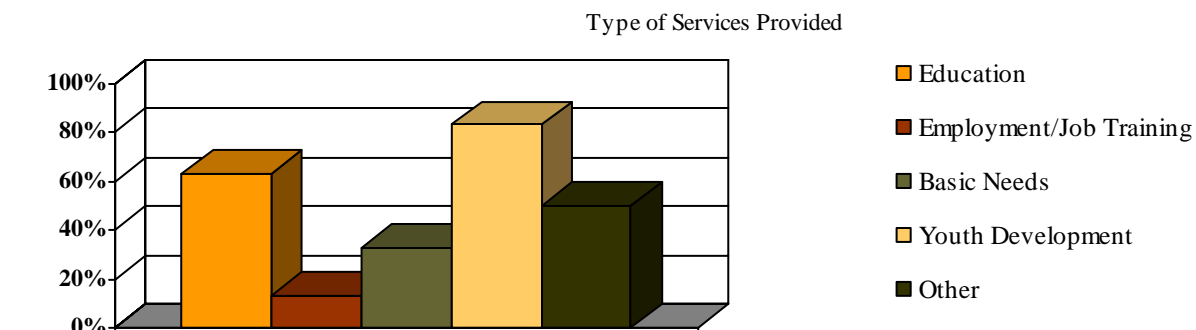
- Providing grantee oversight
- Monitoring and evaluating funded programs
- Conducting research and evaluation of youth-based resources
- Identifying best practices and making that information available through training youth service workers
- Maintaining a youth services referral and resource database
- Providing information and referrals to the general public

Grants Administration

External Agency Grants are generally made for project and operating support to youth service agencies in the Louisville Metro area, through a competitive application process. They are specifically intended to support agencies and projects which further the mission and work of OYD. Eligible agencies must be registered as a non-profit organization with the Kentucky Secretary of State and have IRS 501(c) (3) tax exempt status.

With the passing of last year's budget, over **\$950,000** in grant monies was awarded to **44** area non-profits providing services to youth. Highlights of a survey that was conducted in which **70%** of the grantees responded provided some insight⁸.

The bar chart located below represents the type of services generally provided. From the list provided, respondents were permitted to check all that applied to their program. Of the specific services identified "Youth Development" and "Education" were the categories most indicated.



⁸ Data derived from the External Agency Fund Grant Recipient Survey

Additional information, including client base and service location, was also provided:

- **67%** served 1,000 or more clients through their programming
- **86%** provided those services throughout Jefferson County
- **60%** provided those services in multiple locations

These findings help to demonstrate that the partnerships established between OYD and these area non-profits ensure that we are reaching out to our youth and helping them to develop the tools needed for a more positive future. In particular mentoring programs, arts projects, services targeted for immigrants and refugees, literacy, scholarship programs, leadership, employment and training, intervention services and fitness programs were funded.

Non School Hours Grants provide funds for direct service programs to older teens, 13-19 years old. They are specifically for programs scheduled outside school hours – after school, during breaks or on weekends. The maximum award in this program is \$10,000 with average grants being \$5,000. In total, **12** programs were funded the past fiscal year. This year the funded programs included:

- an opportunity for youth at the Home of the Innocents to work with teaching artists to produce their own art
- teenagers in community centers increased their leadership and teaching skills by mentoring younger students in violin and dance projects
- students in academically low-performing schools have had additional opportunities to receive tutoring and mentoring services

This coming year the grants will be available to agencies with Every1Reads Endorsed Programs.

MetroServ grants are small, up to \$2,000, classroom-based community service learning grants. Students, working with their teachers, identify a community problem, develop a solution and create a project to solve the problem. The review panel looks for a strong curriculum connection to ensure these projects accomplish the dual goals of service and learning.

Examples of some of the projects funded this year include:

- the creation of an international fair at an elementary school with a large number of immigrant children in the student body
- visits to nursing homes by middle and high school students who also learned about issues faced by their elders
- the opportunity to develop a continuing relationship with a local non profit agency, understand their mission and needs and provide valuable volunteer services to them

Office of Youth Enhancement Services (YES)

The Office of Youth Enhancement Services (YES) coordinates, monitors and evaluates prevention services for at-risk youth and their families in Jefferson County. Created by the **Louisville Metro Alliance for Youth**, the YES Office addresses the need for centralized information concerning:

- What youth services are available and where
- Who is eligible for those youth services
- The effectiveness of the youth services
- Funding available for youth programs
- Collecting and tracking data regarding youth services

One major project this year has been to re-work the web-based database. This project will be completed in August.

Community Juvenile Justice Partnership Grants (CJJPG) – Since 1999, the Alliance has funded agencies that have provided programming for youth. These agencies represent a variety of neighborhoods in our community. For the 2005-06 fiscal year, sixteen programs were funded serving a total of **1,438** youth and **989** families. A total of **\$531,463** was distributed to these grantees.

An additional **\$15,534** was used to help 7 of the programs, and the YES Office, acquire the **KidTrax system**. KidTrax is a software system that interfaces with the schools' database to allow both sides to obtain (with proper releases and MOA) information on the attendance and participation of individual youth. It also allows the funded program to track the youth's CATs and PASS scores, suspensions, referrals, and school related activities. Now all of our grantees have access to KidTrax and will be able to provide current data on their participants as it relates to the goals and objectives of the Alliance.

Of the 16 CJJPG programs funded by the Alliance:

- 11 of the programs served **506** youth and focused on truancy prevention:
 - **75%** improved their attendance
 - **72%** reduced their unexcused absences by half
- 15 of the programs targeted academic achievement, with **853** youth participating in tutoring and/or remediation programs:
 - **68%** improved their grades by at least one letter grade in math, reading or writing skills
 - **99%** were promoted to the next grade
- 14 of the programs worked with **835** youth to provide planning, decision-making, and/or resistance skill development:
 - **70%** showed marked improvement in behaviors and abilities
 - JCPS reported a **9.6%** reduction school-wide in suspensions and/or referrals and a **25.2%** decrease in reported substance abuse
 - **78%** increase in number of self-reported assets in those programs focusing on the Developmental Assets

The YES Office also has monitored all of the CJJPG funded programs and worked with them to improve their effectiveness through trainings and technical assistance and has hosted 6 YARD (Youth Agency Roundtable Discussion) meetings on a variety of topics important to youth workers. Topics have included:

1. Services for homeless teens and youth
2. Working with youth who have been in detention or incarcerated
3. Youth substance abuse issues
4. Working with the schools
5. Adulthood
6. Working with older youth

The YES Office collaborates with existing agencies to help strengthen families, support core social institutions and promote prevention strategies and programs. YES serves as a forum for youth, parents, educators and service partners to generate solutions to community needs. As a comprehensive resource and clearinghouse for youth services, YES is committed to identifying

issues and trends, coordinating prevention services, and increasing the commitment to youth development in our community.

The Louisville Metro Alliance for Youth completed the **2005 Youth Needs Assessment Report** with the hope that it highlights not only the challenges facing youth in our community, but also focuses on efforts and thus opportunities to intervene in a more effective manner. The Report concentrates on three main domains of data: educational development, health and welfare, and criminal behavior. The gaps and opportunities identified in the report are a first step towards collaborative, evidence based, accountable and dynamic programs for youth. The ultimate goal is that Louisville will be characterized by a full range of coordinated services and opportunities that support our young men and women in their pursuit of success.

Youth Service Worker Training (YSWT)

OYD provides free training to youth service providers throughout Louisville Metro through the YSWT program. This training provides current and relevant topics that the youth service providers can use in working directly with the youth of the community. Each year, surveys are taken so that the providers can select their training needs. In the past, these trainings have included Eating Disorders, Dating Violence, Drugs, Ethics, Character and Racism as well as gender-specific programming. This year **11 training sessions** were offered with a total of **242 attendees**. Regular attendance results in a certificate and recognition at the annual Youth Services Worker Awards event held in January of each year.



Youth Service Worker Awards (YSA)

Each year, over 300 people attend the Youth Service Worker Awards. This event recognizes those individuals who have gone above and beyond in their service to youth. Categories include Distinguished Service Awards and Youth Service Worker Awards all of which are nominated, screened by a review committee and selected to receive this prestigious honor.



Rosie Norris (on the right) and Dr. Bernard Minnis (at left) were the 2006 Distinguished Service Award Winners. Both are shown here with Darrell Aniton, Director - OYD

Program Outcome(s)/Indicators:

- Youth and their parents have access to services and programming.
 - **44** = number of area agencies receiving External Agency funding:
 - **86%** provide services throughout Jefferson County
 - **60%** provide services in multiple locations
 - **16** = number of programs funded through CJJPG:
 - **69%** focused on truancy prevention
 - **75%** of participants showed improved attendance

- **94%** targeted academic achievement:
 - **68%** of participants improved by one letter grade in math, reading and/or writing skills
 - **99%** were promoted to the next grade
 - **88%** provided planning, decision-making and resistance skill development:
 - **70%** showed marked improvement in abilities and behaviors
- Youth service providers are trained.
 - **33** = number of service worker trainings offered
 - **777** = number of service worker training attendees:
 - **98%** indicated that program attended was good or excellent

OFFICES FOR ADVOCACY AND PUBLIC POLICY

The purpose of the Offices for Advocacy and Public Policy is to assess and improve conditions for women, immigrants, disabled and aging citizens and is accomplished through the **Office for Aging and Disabled Citizens** and the **Office for Women**.

Community residents benefit from the work of these offices in a multitude of ways:

- Government, agencies and residents are educated on the issues
- Issues of need are supported through data
- Information on safety and services is provided
- Collaboratives are established and maintained

OFFICE FOR AGING AND DISABLED CITIZENS

The Office for Aging and Disabled Citizens (OADC) advocates for rights and policies that enhance the lives of seniors and people with disabilities; educates the community on the perspectives of these citizens and develops community responses to housing, transportation, crime and safety and other key issues.

The office works with groups across Louisville/Jefferson County to ensure efficient and timely access to aging and disability resources, collects and shares information, makes referrals to link individuals to the services they need, and consults with community groups on aging and disability matters. For many years, this office has compiled a Services Guide focused on seniors. The latest edition has been expanded to include additional information and resources on the disabled as well as much more. The guide is very important to both citizens and to service providers. Through the end of June, over **5,600** copies have been distributed to the community.

Louisville Metro Elder Abuse Services Coordinating Committee

Developing the community response to elder abuse, neglect and exploitation has been a recent focus. OADC helped to develop and sustain the original Elder Abuse Services Coordinating Committee. There are now similar committees across the state and OADC is active with the State Elder Abuse Committee as well. As a result, Louisville is a national leader on the issue.

Recently, OADC collaborated with multiple government and non-profit partners to earn a grant from the U.S. Department of Justice. Through the grant, OADC trains members of law enforcement, court personnel and prosecutors to recognize and respond to elder maltreatment. This year money from the grant helped train **648** participants in **22** sessions. As a direct result of this training, the following outcomes were reported:

- Wider interest in elder/disabled abuse issues
- Better understanding of adult abuse by professionals
- Increase in reporting/caseloads
- Increase in prosecution of serious cases

Funding for the project ends September 30, 2006. In order to sustain trainings efforts, materials and curriculum created under the grant will be available to the Elder Abuse Services Coordinating Committee and other community partners to help carry information into the community. Collaboration for future trainings by various professionals is expected to continue after the grant end – trainers have verbally agreed to join in future training efforts.

Elder Abuse Vigil

On November 10, 2005, the Louisville Metro Elder Abuse Services Coordinating Committee hosted an Elder Abuse Awareness event. The goal of the event was to heighten community awareness on the issues of elder abuse, neglect and exploitation. It is estimated that 40-50 people were in attendance.



Social Workers and advocates hold a vigil to increase awareness of elder abuse outside Metro Hall

Medicare Part D

Of great concern to anyone on Medicare has been the new Medicare Part D Prescription Plan. A major push was made to get information on the plan and on the extra assistance available into the hands of potentially eligible persons.

Through a partnership with Social Security and Kentucky Seniors Saving Medicare this office offered 4 workshops, one at each of the government centers. Close to **400** individuals attended at least one session. Following the opening of the national enrollment period, we brought together city agencies (Human Services, Louisville Free Public Library (LFPL), Community Action Partnership (CAP), and Family Health Centers (FHC)) to develop a plan for Metro to assist in signing up seniors and disabled individuals. Again, in partnership with Social Security and KIPDA, a number of different approaches were developed. Medicare Mondays were established by Senior Nutrition and KIPDA with LFPL librarians helping folks to get online. In addition, one-on-one opportunities were made available at CAP, Human Services and FHC-Portland. Metro involvement was announced by the Mayor at the Senior Nutrition site at Fern Creek High School.

Louisville Metro Accessible Loan Program

Another key collaboration, an accessibility loan program developed with the Mayor, offers low interest loans to businesses. OADC networks with businesses, planners and citizens with disabilities to enhance accessibility understanding and participation through the program. The Louisville Metro Accessible Loan motivates and helps businesses to become accessible, promoting front door and bathroom access, through low interest loans. The collaborative program between Louisville Metro Development Authority and the Office for Aging and Disabled Citizens secured **\$100,000** through the METCO Loan Corp., granting loans to small businesses for accessibility.

The first year of the program 4 loans were provided to small businesses allowing accessible entrances for wheel chairs, bathroom access and merchandise access to customers with disabilities. The second year, 2005, started an aggressive campaign to market the loan program to small businesses. Eight loans were granted, doubling the number of loans and increasing full accessibility at **12** businesses.

The first half of 2006 has been more successful. The program has now been set up as a 'revolving fund'. This means that, as prior loans are paid, the money is redistributed in the form of new loans. While our initial investment has been loaned out, payments have increased the loan

program by \$16,000, allowing another round of loans to businesses. Since inception 14 loans have been closed. Some examples of increased accessibility from the loan program include the Mellwood Arts Center Complex, the Hazelwood Shopping Center and Sav-a-lot Grocery Stores Inc.

TRIAD

TRIAD, an organization developed through Mayor Abramson, is based on a program developed by the National Sheriffs Association. With crime and the safety of seniors as the primary focus, it has continued to develop as a central gathering point for seniors and service providers as well as law enforcement. Each month, the group meets to enjoy a lunch provided by different community organizations and to hear speakers and announcements on topics of importance to the group. Attendance is often **80 – 90** people.

For the past several years, TRIAD has held a Senior Day Out based on similar events across the state. The 2005 Senior Day Out was extremely successful. Over **1,100** people packed Slugger Field with seniors coming from 39 zip codes across Louisville Metro. Senior Day Out is a great opportunity for everyone; it provides seniors "one stop shopping" for information, health screenings and fun, while exhibitors and advertisers reach their target - and ever increasing – market.



At Left:
A full house at Slugger Field
for Senior Day Out 2005



At Right:
Mayor Abramson greets Ed
Stephan, head of the Audubon
AARP Chapter and Chair-
elect of TRIAD at Senior Day
Out 2005.

Other Activities:

- Assisted in the writing of a new TARC 3 service provider contract, MV Transportation.
- Completed the installation of 34 audio / voice enhanced pedestrian crossing signals, allowing individuals that are blind the technology to hear voiced commands at intersection crossings.
- Completing the Bardstown Road and Preston Highway sidewalk projects, which include tactile-raised surfaces and curb cut wheelchair crossings at each intersection in conjunction with Louisville Metro Development Authority.
- Worked with local businesses to re-stripe their parking lots in order to accommodate accessible parking. Biggest project: Jefferson County Federal Credit Union, Ormsby Station Road branch.
- Worked with Louisville PARC on parking garage issues, accessible parking issues, and parking meter law requirements. The biggest project being the Main Street Parking Garage with first floor retail conversion, and expansion of accessible parking.
- Worked on Louisville Metro property accessibility issues with the biggest project being the NIA Center wheel chair lifts.
- Worked to expand and bring to Louisville, DEAF Festival 2006 with an attendance of 12,000 people over two days. The event showcased Louisville and will be brought back to this city again.

OFFICE FOR WOMEN

The Office for Women (OFW) uses advocacy and policy to improve the status of women in the Louisville Metro area. The office focuses on major issues affecting women's physical, mental, social and economic well-being. These include employment, housing, child support, child custody and care, safety issues such as domestic violence and abuse, health needs, legal assistance and responsiveness to Louisville's growing diversity.

The office conducts research to identify best practices and unmet needs, organizes grant partnerships around community issues, offers information and referrals to women seeking services, engages in public outreach and education as well as maintaining extensive collaborations with agencies and committees involved in women's issues.

This year's accomplishments include:

- The **Youth Dating Needs Assessment Report** was published in July and contains the highlights from the work of the Louisville PreVent Team consisting of Gabriela Alcalde (OFW) and Darrell Aniton (OYD) from LMHS along with representatives from JCPS, YMCA and the Center for Women and Families. (See "Awards and Recognitions" page at end of report.)
- Staff development of the Mayor's recent **Executive Order on Family Violence in the Workplace**. This order was signed on October 5. By March 2006, working in conjunction with Human Resources/Training, a brochure was developed and distributed to local employers and Metro Department heads.
- **Louisville Metro Domestic Violence Fatality Review Report** was published in October and was based upon the work of the Louisville Metro Domestic Violence Fatality Review Committee. This committee is charged with reviewing fatalities resulting from domestic violence and contains information attained through a review of policy, legal, public health, social science and popular media sources.
- For **Domestic Violence Awareness Month**, the OFW partnered with Jefferson County Medical Society to send out Domestic Violence screening information and tips with assessment questions and strategies to JCMS members.
- OFW helped to organize the **International Women's Day** held on March 8 as a community-wide celebration of women's contributions and included a commemorative march and women's speak-out. The event was sponsored by the Louisville International Women's Day Coalition whose membership includes the Women's Centers at Jefferson Community and Technical College, University of Louisville and the Presbyterian Theological Seminary as well as the Center for Women and Families, Kentucky Jobs With Justice, Pleiades Theatre Company, the Feminist Peace Network, the PEACC Center at U of L, Women and Global Issues Committee (part of the Commission on the Status of Women), Girl Scouts of Kentuckiana and other community organizations.

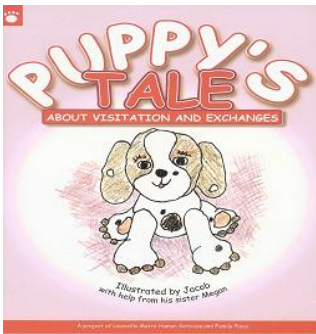


Mayor Abramson signs Executive Order in the presence of Mary Gwen Wheeler- Cabinet Secretary, Health and Human Services; Gabriela Alcalde-Office for Women; and Joanne Weis-Director, Metro Human Services.

- OFW helped to organize this year's **Latino Health Fair** held on June 10th at the Americana Community Center. Thirty informational booths and many health screening opportunities were provided to an estimated **600-800** participants.
- In an effort to better serve the **immigrant and refugee community**, OFW focused their efforts on translating their brochures and the Family Violence Resource Directory into Arabic, Bosnian, Spanish, Somalian, and Vietnamese.



Latino Health Fair Participants



- The **Puppy Tales Storybook** was written and published by the Louisville Metro Visitation and Exchange Center. This is a one of a kind story about safe visitation and exchange services. The project was funded by the Office on Violence Against Women, U.S. Department of Justice and was a collaborative effort between OFW, Family Place, and Studio2000. Nearly **4,000** storybooks and **1,000** coloring books were distributed to clients in the program. Other sources of distribution included Neighborhood Place, Center for Women and Families, Office on Violence Against Women and the Kentucky Coalition of Access Providers.

- **Louisville Women ListServ** launched in April and currently has a membership of **163**.

Visitation and Exchange Center

Funded through a grant from the U.S. Department of Justice-Office on Violence Against Women, the Visitation Center is located at the Family Place where supervised visitations allow children to spend time with the non-residential parent in a safe, non-threatening environment that is family- and child-friendly. The Louisville Metro Exchange Center currently located at the Hall of Justice provides a safe and neutral place for the exchange of children between residential and non-residential parents.

This year:

- **180** families were served
- **5,013** visits were completed

The Louisville Metro Visitation and Exchange Center is currently undergoing a restructuring that will enhance client services and increase victim and child safety. By October 2006, the Exchange Center will be moving to the Home of the Innocents beautiful new campus at 1100 E. Market Street. The Visitation Center will continue to be located at Family Place.

Program Outcome(s)/Indicators:

- Government, agencies and residents are educated on the issues:
 - **1,100** people participated in Senior Day Out
 - **375** attendees participated in Medicare Part D information sessions
 - **22** sessions on Elder Abuse were provided:
 - **648** law enforcement, court personnel and prosecutors attended
 - **4,945** OFW information resources were distributed
 - Wider interest in elder/disabled abuse issues
 - Better understanding of adult abuse by professionals
 - Increase in reporting/caseloads

- Increase in prosecution of serious cases
- Issues of need are supported through data:
 - Reports were written and made available on:
 - **Youth Dating Needs Assessment**
 - **Family Violence in the Workplace**
 - **Domestic Violence Fatality Review**
- Information on safety and services is provided:
 - **5,600** Services Guides were distributed
 - OFW brochures were translated into **Arabic, Bosnian, Spanish, Somalian and Vietnamese**
 - Approximately **700** people attended the Latino Health Fair
 - **5,000** children's books on safe visitation and exchange services were distributed
 - **478** Family Violence Victims Directories were distributed
 - **12,000** people attended the 2006 Louisville DEAF Festival
- Collaboratives are established and maintained:
 - **\$100,000** in granting loans for businesses were acquired to enhance accessibility for the disabled
- Workplace safety is enhanced:
 - Family Violence in the Workplace Executive Order was signed by the Mayor.

FINANCE AND ADMINISTRATION DIVISION

Staff of the Finance and Administration Division provides leadership to and support of department priorities and programming. Policies and procedures, financial reports, technical assistance and training, personnel activities and funding to non-profits all fall within the purview of four units:

- **Business Office**
- **Information Systems**
- **Planning, Training and Grants Development/Administration**
- **Administrative Support**

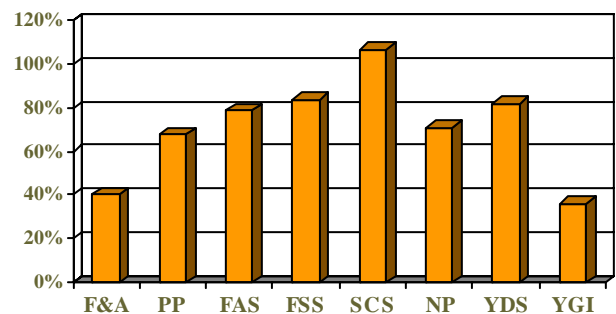
Business Office

Responsibilities include budget development, personnel, payroll, purchasing, monitoring expenses, managing accounts payable and receivable, preparing financial reports and analyzing financial data, assuring compliance with laws, regulations, ordinances, policies and procedures as well as maintaining and reviewing monthly fiscal and personnel reports.

Personnel

Personnel issues such as sick leave usage and staff turnover are closely monitored and tracked by the Business Office. These measures are just two indicators of staff morale and other issues and therefore may provide insight when efficiency levels drop in a particular program area. The bar graph to the right represents the percent of accrued sick leave taken by program. Overall, LMHS experienced a **5%** decrease in the usage of sick leave over the previous year.

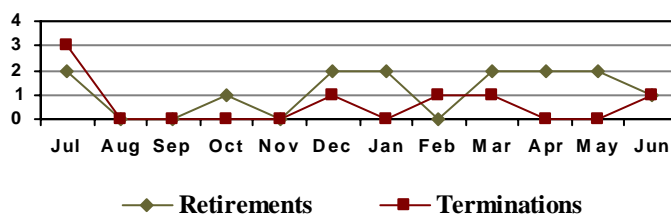
PERCENT OF ACCRUED SICK LEAVE HOURS TAKEN
BY PROGRAM AREA



One major influencing factor on staff turnover

rates has been retirements. At the beginning of FY06 there were 12 staff who had 27 years of service or more. There were an additional 14 staff who had at least 20 years of service. That represents **15%** of the LMHS staff who are eligible for retirement. The line graph on the left offers a comparison by month. Overall, LMHS had a **12% turnover rate** for FY06. Of all the persons who left the department, **50%** were due to retirements.

Comparison of Retirements and Terminations



Vendor Payments

Vendor payments are also closely monitored by this unit. By monitoring payment processing, we can measure two areas that have a financial impact on the department; 1) keeping expenses within budget guidelines and 2) how quickly invoices are processed and paid. This measure determines the departments effectiveness in getting invoices through the system.

For FY06, on average, it took:

- **6 days** = to process an invoice for payment
- **21 days** = from invoice date to payment date

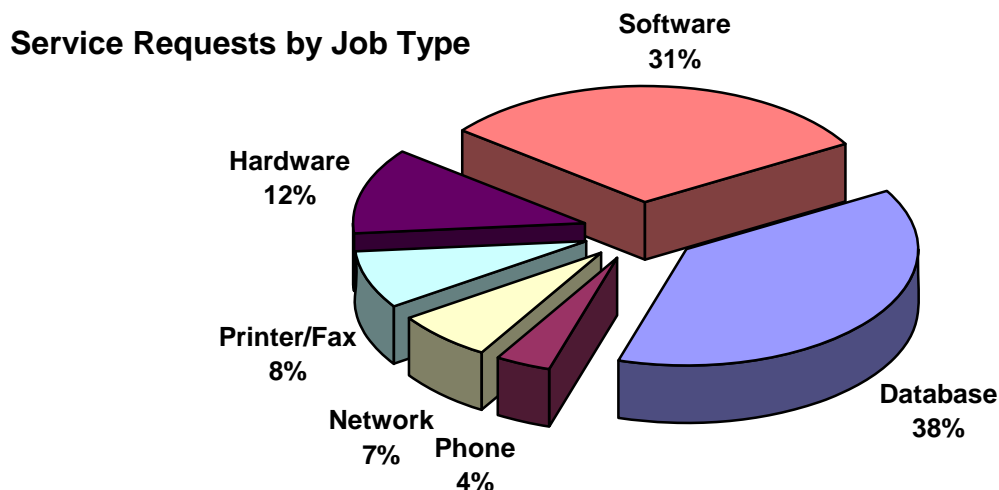
Information Systems (IS)

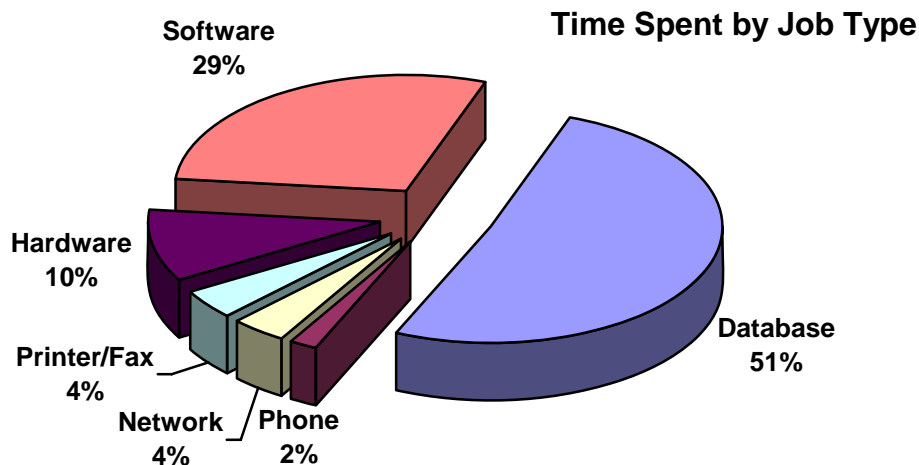
Information Systems personnel oversees the department's records management, information systems and telecommunications technologies. IS staff manages the local network, the department's website as well as workstation operations and applications. They provide technical assistance and support to department staff on a daily basis and for special information systems projects. IS staff also designs computer application programs and databases and analyzes statistics and data.

Requests for Technical Service

More than **2,900** requests for technical service were submitted:

- **69 %** of all service requests and **80%** of technician time were related to software. Major software projects consisted of redesign of DHS' client assessment/case management database (CARE); development of database for the Safe Haven Visitation Exchange Center; creation of spreadsheets supporting performance measures, timekeeping and Neighborhood Place reporting; and troubleshooting user issues with Microsoft Office applications.
- Hardware issues represented **20%** of service requests and consumed **14%** of technician time. Hardware service requests included liaison with manufacturers to replace failed components, preventive maintenance of IT equipment, configuring and setting up new equipment and tracking equipment inventory from installation to disposal.
- Phone and network requests consist of requests for phone moves, network interruptions/issues and liaison with Metro network engineers. **11%** of service requests consist of phone/network issues but take **6%** of technician time because of Metro's primary role with these services.





Planning, Training and Grants Development/Administration

The Planning, Training and Grants Unit is responsible for strategic planning, research, staff training, external grants administration, new grants development, performance measurement and special projects. This team also provides technical assistance and training to agencies with which the department collaborates. Other areas of involvement include establishing departmental priorities, providing policy direction, coordination of human service provision as well as program planning, development and evaluation. The planning unit builds and maintains constructive partnerships with private and public entities and disseminates public information. Focus areas for this unit are described below.

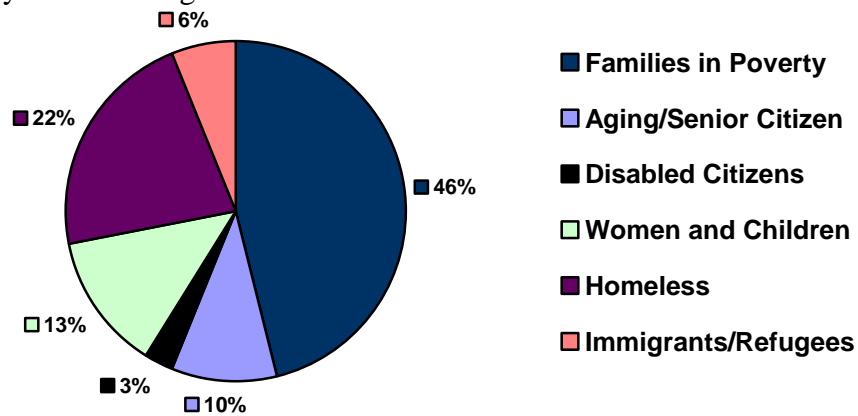
External Agency Fund (EAF) Grants are awarded to area non-profits through a competitive application process. They are specifically intended to support agencies and programs which further the mission and work of Louisville Metro Human Services, particularly in helping to remove the barriers to self-sufficiency. Eligible agencies must be registered as a non-profit organization with the Kentucky Secretary of State and have IRS 501(c) (3) tax exempt status.

Funding is available for services, programs or initiatives that accomplish the following:

- Anticipated results accomplished through at least one of the qualified services are:
 - 1) Direct assistance that provides basic needs defined as food, shelter and utilities
 - 2) Interventions that lead families out of poverty, toward economic well-being
 - 3) Interventions that prevent exploitation, abuse or neglect with vulnerable populations
 - 4) Crisis and emergency services to individuals who, through physical or mental disabilities, are having difficulty attaining or maintaining self-sufficiency
- Citizen groups that experience barriers in meeting basic human needs or moving toward self-sufficiency include:
 - 1) Families in poverty as defined by the Federal Poverty Levels
 - 2) Homeless families and individuals
 - 3) Immigrants and refugees new to the community
 - 4) The aging, disabled, women and children who may be prone to exploitation, abuse or neglect

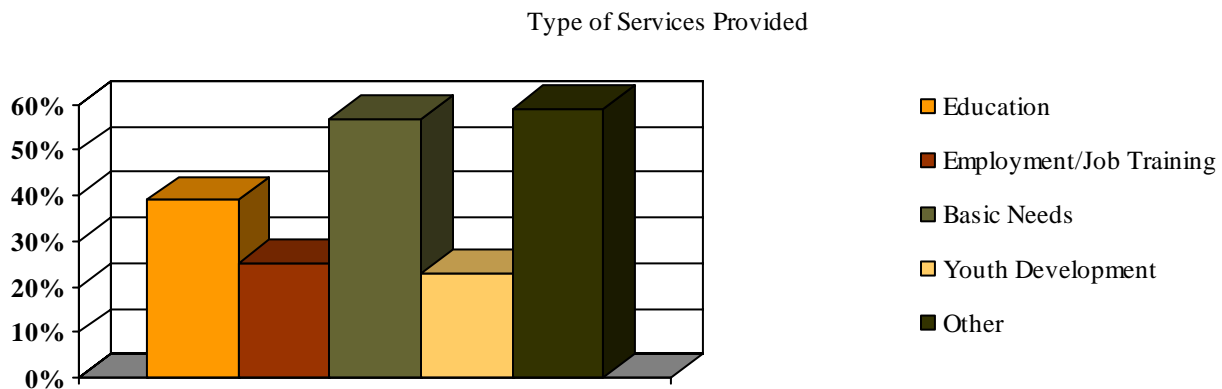
With the passing of last year's budget, over **\$3,192,000** in grant monies was awarded to **68** area non-profits (92 separate programs) providing services for targeted populations.

The pie chart below demonstrates the distribution of grant monies by targeted population. "Families in Poverty" was the largest at **46%**.



During the third quarter of the budget cycle, a survey of EAF grant recipients was conducted. Some highlights of the survey conducted in which **66%** of the grantees responded are included below.

The following bar chart reflects the type of services being provided. From a list, respondents were permitted to check all that applied to their program. Of the specific services identified, "Basic Needs (food, shelter and clothing)" was most often indicated at **57%**. The "Other" category, at **59%**, included services such as day shelters, counseling, medical, mentoring, case management and rehabilitation.



Other findings include:

- **59%** served 1,000 or more clients through their programming
- **79%** provided those services throughout Jefferson County
- **51%** provided those services from one centralized location

These findings help to demonstrate that the partnerships established between LMHS and these area non-profits ensure that we are reaching out to our targeted populations and providing to the necessary tools and resources needed to break through barriers to self-sufficiency.

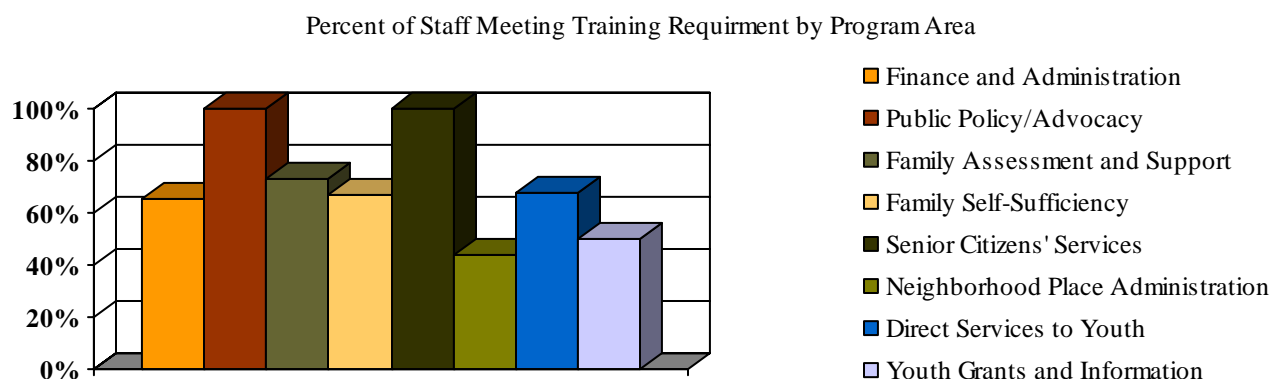
Staff Development

Staff development is a priority for LMHS and opportunities for training are provided to:

- Ensure that all staff have a common base of knowledge and skills that enable them to perform their jobs according to Department and any applicable professional standards.
- Allow staff opportunities to regularly review, enhance, and reinforce their skills through interaction with presenters and each other.
- Provide staff with the newest developments in social service provision, changes in the community, and other new trends and developments.
- Learn about community resources and contacts.
- Provide staff with the chance to meet the goals set forth in their Professional Development Plans or prepare them for job advancement/promotion.

Full-time staff are required to attend a minimum of 30 hours of training each fiscal year. The way in which staff think of and approach training is a factor which should be taken into consideration during the employee appraisal process. Fulfilling the training requirement is a job duty like any other. When the time comes to consider employees for job promotion, the ideal candidates would be those who, all other things being equal, have taken advantage of training opportunities. In the past fiscal year, staff took advantage of **418** training opportunities – **39%** were offered internally.

The goal of the department is 100% compliance. In Fiscal Year 2005-2006, **72%** of all staff met or exceeded their requirements. The bar graph below indicates compliance by program area:



Grants Development

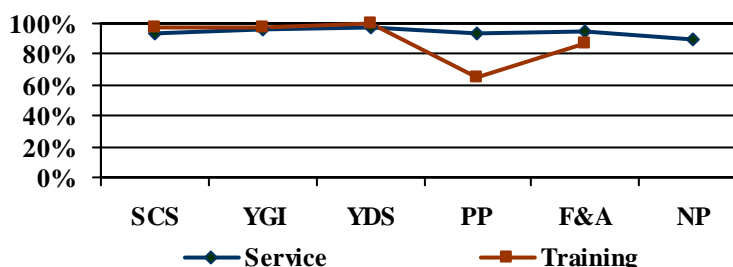
A new grants development program began in December. Applications have been made for food stamp outreach, mental health and supportive services for immigrant and refugee children and families, youth arts programming, delinquency prevention, asset building initiatives and other department priorities. Most grant projects are highly collaborative, focusing on building a multi-agency approach to Louisville's current human services needs.

Performance Measurement

This year, major work and collaboration went into establishing a set of performance measurements for each of the eight program areas. Data that is collected and entered in monthly by the various programs (as indicated throughout this report) is then rolled up into quarterly and now an annual report. Baselines and benchmarks have been established and consistent monitoring and adjusting will continue into this new fiscal year. LMHS became the pilot for Metro Government in using SharePoint as the main portal for information sharing with much

success. Now data is at the fingertips of those who need it for planning and organizational purposes. In the next fiscal year the goal is to move closer to a more outcomes-based focus.

One example of data being tracked across programs is that of client satisfaction. “Customer Satisfaction” surveys are conducted for both internal and external customers/clients, including staff. Information is derived from training evaluations and service surveys. Some information, such as service surveys, may only be collected on an annual basis. At this time, not all eight program areas are collecting customer/client satisfaction data; however, it is the goal of the department to have evaluation tools in place for all programs by the end of the new fiscal year. The line graph at right represents levels of client satisfaction (based upon ratings of good or excellent) for six program areas for both training and service.



Communiqué

Communiqué is a quarterly newsletter developed and distributed by LMHS as an agent of the Louisville Metro Cabinet for Health and Family Services and its cabinet members. With an email distribution of nearly **5,000**, this newsletter provides timely information on health, education and human services projects and initiatives throughout our community. Communiqué provides a mechanism that fosters networking and community partnerships among government agencies, non-profits, business and the faith community. Communiqué also has a listserv for those announcements that are time sensitive.

Administrative Support

The Administrative Support Team is responsible for budget, personnel, and payroll support services. The Team plans meetings, compiles reports, distributes information, organizes records and coordinates the daily administrative work needed for the department’s effective operation. One major project coordinated and facilitated by this unit is the **LMHS Holiday Line**. Each year, agency social workers recommend clients for assistance through the LMHS Holiday Line, which runs from mid-October to mid-December. Donations for holiday gifts are solicited through placing tags listing family members on the Holiday Line tree display. There were 273 tags on the tree this year representing **64 families**. Metro employees and departments, along with some outside groups, “adopted” individuals and families from the tree. Human Services administrative support staff coordinated, donated/collected funds, adopted, shopped, wrapped, scheduled pickup of the packages and gift certificates from donors, and literally hauled and loaded bags of gifts to make a very special season for our clients.



Holiday Line “elves” line up for a photo: (L to R) Robin Vaughn; Carol Holt; Eddie Mitchell; Stephanie Trammell and Elaine Guttman

Program Outcome(s)/Indicators:

- Staff are provided opportunities for professional development.
 - **418** = number of training opportunities accessed:
 - **39%** were provided internally

- Staff receive technical assistance when needed.
 - **2,900** = number of calls received for technical assistance:
 - **69 %** of all service requests and **80%** of technician time were related to software.
 - **39%** were for assistance with databases
- Turnover and sick leave usage are monitored for patterns.
 - **12%** = staff turnover rate:
 - **50%** was through retirements
 - Sick leave usage decreased **5%** over previous year
- Financial responsibilities are kept up-to-date.
 - Vendor invoices are paid within **21 days** of invoice data.
- Families are cared for beyond basic needs.
 - **64** = number of families who benefited from the Holiday Line event
- Families and individuals have access to services and programming.
 - **68** = number of area agencies receiving human services grant funding:
 - **79%** provide services throughout Jefferson County
 - **49%** provide services in multiple locations
- Internal and External customers experience high levels of satisfaction for services offered and training.
 - **93%** = equal the overall percent of customers who rated services received as good or excellent

AWARDS AND RECOGNITIONS

Louisville Metro was recognized by America's Promise as one of the **100 Best Communities for Young People**. These awards are given to communities for their outstanding efforts on behalf of young people. Recipient communities have worked diligently to make certain that the five promises of America's Promise are met. This promise includes ensuring young people have the following: caring adults, safe places, a healthy start, effective education and opportunities to serve. The Office of Youth Development collaborated with Metro United Way to organize the effort and worked closely with other youth agencies to ensure America's Promise is a reality for young people in our community.

Cindy Venable, Office for Aging and Disabled Citizens, was recognized by Metro United Way with the **Promoting Health and Independence Award**, which is given to persons who help disabled or elderly persons to reach their potential and maintain healthy, independent lives. The award cited her work with many projects in the community, including the Emergency Crisis Program and ElderServe.

The Louisville PreVent team received the **Prevent Excellence Award** for their work on Youth Dating Abuse. The Louisville PreVent Team was one of 11 teams chosen nationally by the PreVent Institute (a UNC Chapel Hill and CDC cooperative agreement project) to attend a 6-month leadership on violence prevention institute and to develop a violence-prevention project for their community. Gabriela Alcalde (OFW) and Darrell Aniton (OYD) were members of the Louisville Team.

The Center for Women and Families recognized Gabriela Alcalde (OFW) as one of their **Young Women of Distinction** for 2006 by honoring her public service efforts at their 19th Annual Celebration of Service event held at the Galt House in March.

Faith Aeilts, Program Manager for the Senior Nutrition Program, received the **Distinguished Practitioner Award** from the Kentucky Association of Gerontology. The award is presented for exceptional effort as a service provider for older persons in the Commonwealth of Kentucky.

In December, Gabriela Alcalde (OFW) was named one of the **25 Most Influential Hispanics** in Louisville by the weekly Hispanic newspaper *Hoy en las Americas*. This award recognized Gabriela's contribution and impact on the Louisville community and her dedicated service to the Latino community.

REPORTS, PERIODICALS AND LISTSERVS

Reports:

- External Agency Fund/Grant Recipient Report
- External Agency Fund/Scholarship Recipient Report
- LMHS Performance Measurements Quarterly Report
(<http://www.louisvilleky.gov/HumanServices/>)
- Neighborhood Place Annual Data Report
(<http://www.louisvilleky.gov/NeighborhoodPlace/Reports+and+Publications.htm>)
- Neighborhood Place Self-Assessment Report
- Neighborhood Place Monthly Activity Report
- [Louisville Metro Domestic Violence Fatality Review Committee Report](#)
- Youth Dating Abuse Needs Assessment Report
(<http://www.louisvilleky.gov/OFW/youthdating.htm>)

Periodicals:

- Communiqué (<http://www.louisvilleky.gov/HumanServices/Communique/>)
- FSS Newsletter (<http://www.louisvilleky.gov/HumanServices/FamilySelfSufficiency/>)

ListSers:

- Louisville Women's ListServ (OFW)
- Communiqué ListServ
LISTSERV@LISTSERV.LOUISVILLEKY.GOV – use this link for either of the above listservs.
Identify the preferred list (i.e., subscribe me – communiqué) in the subject line.
- [Long Term Recovery Team ListServ](#)
LONGTERMRECOVERY@LISTSERV.LOUISVILLEKY.GOV